# Curriculum Vitae

# Michelle Vorster (da Afonseca)

Contact details: +27 846257379

Residential address: 23 Sterkbos Street, Vandyk Park, Boksburg, South Africa 1459

Email address: m.daafonseca@gmail.com

**Personal details:**

Surname: Vorster

Full name/s: Michelle Santos

Gender: Female

Date of birth: 1986-01-19

Nationality: South African

Dependents: None

Languages proficiency:

|  |  |  |  |
| --- | --- | --- | --- |
| **Language** | **Read** | **Write**  | **Speak** |
| English | Fluent | Very Good | Fluent |
| Afrikaans | Fluent | Very Good | Fluent |
| Portuguese | Fair | Fair | Fair |

Driver’s license: Car license (Code 8 – own vehicle)

**Hobbies:**

* Reading
* Art , painting and crafts
* Nature
* Giving an object new life

**Achievements/Involvement:**

Chair – Young Workers Forum (End July 2022, due to resignation in Motor Industry).

Vice Chair – Motor Industry Staff Association Northern Highveld Region. (End October 2022 – Due to resignation in Motor Industry).

Presidential Committee – Motor Industry Staff Association (UNION) (End October 2022 due to resignation in Industry).

Several Training attended via MISA abroad (Italy, New York, Nevada in Las Vegas) on ratification of Gender Based Violence C190 in the world of work in South Africa (and other countries). Women’s Forum and Young Workers attended being Agents of Change.

Selected at Volvo as Customer Satisfaction representative in 2020 in South Africa.

Selected at Volvo 2022 as Volvo Champion SA campaign.

Several Woman’s Breakfast and Charity events held to support and empower Woman in the industry as well as serving our communities.

Woman of the Year regional finalist in 2020.

Actively involved in our Community to support Elderly, Train woman on self-defense and assist to clean and maintain our area we live in.

Ongoing Volunteer at HOSPICE East Rand Branches on Public Holidays and Weekends.

**Career objectives:**

To complete my current Bachelors - BBA end 2026.

**Computer proficiency:**

• Microsoft word

• Microsoft outlook

• PowerPoint / BI

• Excel

 Within my current studies, Information systems, we learn about the

 Input/output of computers from the device itself to the actual system

 Processing.

**Educational details**

Qualification: Bachelors in Business Administration

Institution: Southern Business School Krugersdorp

Key modules/ Majors: Business Administration, Business Management, Finance and Economics, Innovation & Entrepreneurs. To complete end 2026.

Highest Grade passed: Grade 12 (2003)

School name: Wessel Maree High School

Province: Free State

Subjects: English, Afrikaans, Biology, Geography, Mathematics,

 Business Economics.

**Work experience**:

Position: Portfolio Manager (most recent)

Employer: Volvo Group Southern Africa

Duration: 2012 - 2022

Reason for leaving*: \*Sabbatical (Fertility)*

Roles and responsibilities:

Positions held at Volvo (past 10 Years)

1. **Warranty / Claims/ Invoicing Clerk** at Volvo Bloemfontein Branch – 5 years

Invoicing of Maintenance and Warranty

Customer accounts and queries Maintaining

All basic administration from Job card creations to Invoicing, whether on account, cash, warranty, maintenance etc.

Switchboard duties

Internal Audits

Customer facing as well as working extensively as a team. Technicians and workshop Foreman worked daily, to get authorization, creation of quotes and go ahead from Customers.

1. **Contracts Administrator** at Volvo Head office South Africa(relocated from Bfn to Jhb)

All Administration from Contract quoting –Creating, customer signoff – activations – filing etc.

Monthly invoicing of Maintenance Contracts (Service Contracts)

Dealer/Customer/Sales support with coverages, queries, customer accounts etc.

Daily meetings and presentation/reporting on current challenges within our department.

Debtors reporting – Daily contact and follow ups on accounts in arrears and proposals on how to achieve targets on outstanding funds within our Portfolio.

1. **Claims Adjudicator** at Volvo Head Office South Africa (promoted)

Claims adjudication (prior done on TSA, now on UCHP)

Performing dealer Audits on claims and defected parts

Support Dealers with claim information and coverages.

Approval of reparation work done.

Decision making on major claims and other possibilities.

13 Branches claims approvals

Reporting on all branches behaviors, repairs, repeat work, concerns, risks etc.

Presentations and running meetings on behalf of the Claims department.

1. **Portfolio Manager** (Promoted)

Monthly reporting on Portfolio performances. (+-300 mil. portfolio)

Building great Customer relationships and supporting with queries on their

Accounts, coverages, CPI increases, Invoicing etc.

Daily portfolio Maintenance and actively managing the portfolio

Daily Working Progress reports.

Decision making on critical business cases/claims.

One on one meetings with Customers (+- 750 Companies)

Managed many Systems within the company from purchase orders for purchasing goods within our department to budgeting.

**References**

Name and surname: Louise Mody / Pieter le Roux

Position: General Managers

Company: Volvo Group Southern Africa

Contact details: Louise +447518 025352 / Pieter: +61 4514207384

(Both immigrated available on WhatsApp as well.

– New Director Reshie Balkisson 076 022 1917 (worked together for +- 2yrs)

 Manager Bfn Louis Oosthuizen 082 826 6567 (worked together for +- 3yrs)

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Company: Imperial GM Bloemfontein

Position: Service Advisor

Date: 2009 – 2011

Reason for leaving: Getting Married – didn’t want work for the same company, applied for new opportunity.

Roles and responsibilities:

Middleman between the customer and the dealership.

Actively working daily on your working progress

Delivering first class customer service

Running a team of Technicians and being a voice for the customer to

Deliver a clear and understandable message on what needs to be done on their vehicles.

Quoting, approvals, invoicing, auditing and filing

Upselling repairs and advising Customers on critical work repairs that need to be done.

Many administrative responsibilities.

Reference:

051 403 9200

Manager: Okkie Louw

Company: Raubex Construction

Position Held: Debtors & Creditors

Date: 2007 – 2009

Reason for leaving: Minimum Salary received at the time and battled to make

 Ends meet. Actively applied for work.

Roles and responsibilities:

Monthly reconciliations.

Liaison with team on site daily.

Obtaining documentation and contract completion of new debtors to be loaded on systems.

Monthly targets to complete and achieve to ensure 90 % of payments are captured on time with correct documentation to ensure good relations with our suppliers and constant supply of goods without interruptions due to non-payments or queries.

Process follow adherence is very important in this finance role.

Reason for leaving: Minimum Salary received at the time and battled to make

 Ends meet. Actively applied for work.

Reference:

051 406 2000

Manager: Charlene van Biljon / Sam Odendaal

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Company: BMW Parkmotors Welkom

Position Held: Service Advisor

Date: 2005 – 2007

Reason for leaving: Relocated from Welkom to Bloemfontein. Seeking

 Opportunity. Welkom is a very small town and I has

 Matriculated and wanted to live in a bigger City.

Middleman between the customer and the dealership.

Actively working daily on your working progress

Delivering first class customer service

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Quoting, approvals, invoicing, auditing and filing

Upselling repairs and advising Customers on critical work repairs that need to be done.

Many administrative responsibilities.

Reference:

057 353 2785

Owner: Mark Parodi

Workshop Manager: Charlie McEwan / Celeste McEwan

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Why me? ,

My biggest strengths is adapting to new situations and learning quickly.

I can work equally hard within a team or independently. I love learning new skills and having a new challenge. I’m extroverted and kind. Will go the extra mile! I am driven by goals and the feeling of completing and achieving them. I have strong work ethic, excellent communication skills and I add value to every task I take on.

Throughout my School career, when I wasn’t playing/training sports over weekends or on tour, we worked at my Fathers shop. I waitered at Spur. I did entrepreneur work, I would collect and resell goods. I did casual work to gain experience at Furniture stores and boutiques. We helped out at our local churches.

From resigning at end July 2022(Personal decision due to fertility challenges) I’ve actively been running a thrifting page to cover my financial needs and I have also actively been participating in charity work in our community, assisting at our local Hospice stores. I have been studying via STADIO to complete my degree. I have attended several online courses on mental health, Poppi acts, health and safety etc.

I participate in gender based violence projects alongside the MISA group.

My choice to take a sabbatical, was personal, however, I did create opportunity and proceed to work not just on myself and my skills but also being the change this world needs. I am grateful I had this opportunity and look forward to the new opportunity.

***I am applying for this job because I’m eager to contribute my skills and experience to your organization.***