

## Cover Letter

### **Donna-Leigh Moodley**

#### Profile

I am a highly motivated and professional individual in an executive environment. I strive for excellence in everything I do and aspire to do. I have strong principals for personal growth and adapt to any kind of environment where I find myself. I perform well in a team and yet I am an independent thinker and take initiative if needs be. I work well under pressure as I'm someone that takes on challenges.

With a proven ability to deliver innovative solutions in support to the industry that I'm in and commercial goals and objectives, I also have a strong ability to organize and execute functions/ events within structural limits.

Additionally, I can competently juggle multiple assignments and responsibilities while maintaining the highest standards of professionalism and service delivery.

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#### Contacts

**Telephone Number** : 0834651458  
**e – Mail Address** : [donnaleighb@gmail.com](mailto:donnaleighb@gmail.com)  
**Residential Address** : 128 Karen Road, Illiondale, Edenvale, Johannesburg, 1609

### Personal

**Gender** : Female  
**Identity Number** : 7911010193085  
**Nationality** : South African  
**Health** : Excellent  
**Marital Status** : Married  
**Dependants** : 2  
**Home Languages** : English  
**Other Languages** : Afrikaans  
**Linguistic Ability** : Equally fluent in English & Afrikaans  
**Work Ethic** : Hard-working  
**Drivers License** : Code 08

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### Secondary Education

**Institution** : St Thomas Senior Secondary School  
**Qualification** : Senior Certificate - 1997  
**Subjects Passed**

English	HG
Afrikaans	HG
Mathematics	SG
Science	SG
Biology	HG
Ballet	SG

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### Other Higher Education/Courses

**Institution** : Bethelsdorp Technical College 1999  
**Qualification** : Marketing Management N4.  
**Subjects** : Management Communication, Mercantile Law, Business Management & Entrepreneurship, Marketing Management, Introductory Computer Practice  
**Institution** : Add Skills Computer School (October 2006)  
**Course Attended** : Microsoft Excel

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## Employment

**Company** : Fourways Airconditioning

**Position** : Technical Admin Co Ordinator

**Period** : Current – since 23 November 2020

**Duties** : Booking all appointments for technicians in Johannesburg, Durban and Cape town (callouts, commissioning of aircons, DVM callouts, site visits) for technicians.

-Arrange accommodation and flights for technicians travelling, only if and when necessary.

-Confirm all booked appointments with dealers the day prior to confirmed date.

-Compile all callout and commissioning reports and distribute to all dealers.

-Generating PO's for spares to be ordered from our supplier in Italy(Clivet) and following up with spares department on ETA.

-Generate quotes for callouts and processing invoices on receipt of PO and/POP on Business Central

-Liase with spares department to ensure that part for repair is sent to site with technician, only when required.

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**Company** : Assupol Life

**Position** : Data Capturer

**Period** : July 2014 – 14 February 2019

**Reason for leaving** : Resigned

**Duties** : Capturing all policies (application forms); returning errors and incomplete application forms to respective sales managers; compiling applications to be sent to head office. Scan and index amendments on active policies. Send a weekly report to office manager regarding return stats (i.e amount of policies with errors returned to respective managers)

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**Company** : Volkswagen of South Africa  
**Position** : Warranty and Maintenance Clerk  
**Period** : 2 April 2012- 30 September 2012  
**Reason for Leaving** : 6 month contract

**DUTIES**  
Provide support on all claim processing matters  
Analyzing queries received and responding with practical solutions and expert guidance  
Manage the risk of unnecessary payments on late submissions of claims  
making sound decisions based on proper analysis of requests for extensions  
Evaluate and make decisions on requests for adjustments relating to under or overpaid claims  
Action the resulting debit or credit by input on the warranty systems

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**Company** : Audi Technical Centre  
**Position** : Warranty Clerk  
**Period** : 3 October 2011 – 23 March 2012  
**Reason for Leaving** : Contract ended

**DUTIES**  
Daily administration and filing  
Using VW systems (Kerridge, ELSA,SAGA)  
Invoicing claims on the Kerridge system and submitting it electronically on ELSA to be sent to VWSA and Germany  
Ensuring that all data & invoices are submitted within 7 days  
Faxing of documentation as requested by customers  
Submitting daily hours report to management, reflecting the amount of hours sold per technician, per day  
Ensuring that tags are printed with recon sheet for parts to be sent back to VWSA

**Company** : Aspen Pharmacare  
**Positions** : –Assistant in Packaging(OSD department- Planning)  
**Period** : 8 August 2011 – 20 September 2011  
**REASON FOR LEAVING** : no permanent Contract offered

**DUTIES**  
–Assisting the packing technologist with regards to Aspen packaging, i.e specs, unit cartons, foils, etc  
**Executive Assistant to Operations Manager**  
**10 May 2011 – 29 July 2011 SVP Department**

Maintain accurate filing and retrieval of documentation  
Diary management  
Screening of all calls for Operations Manager  
Typing and distribution of minutes  
Ensure general office equipment maintenance  
Ordering control of all stationary / refreshments / cleaning materials

Coordinate travel and expenses for management onto Baan system  
Filing of all documentation concerning my daily functions  
Arrange travel, accommodation, flights, car hire etc for Management

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**Company** : Volkswagen of South Africa  
**Industry** : Motor Industry  
**Position** : Warranty Claims Assessor  
**Period** : 18 October 2010 – 29 April 2011  
**REASON FOR LEAVING** : 6 months contract offered

**DUTIES**  
Assessing claims  
Sent info from VW dealerships and sending it to Germany offices electronically  
Dealing with all queries coming through electronically from dealerships

**Company** : University of the Western Cape

**Industry** : Education  
**Position** : Administrative Student Assistant  
**Period** : 13 March 2009 – 14 October 2009

**REASON FOR LEAVING** : Relocated to PE

**DUTIES**  
Basic administrative duties  
Typing, filing, booking flights/accommodation  
ordering of stationery & keep inventory  
Generating order numbers for various departments within the EMS faculty  
Submitting invoices and requisitions to the Finance department  
administrative assistant within the reception area of the Dean's office ; PA to the Deans PA

**Company** : Frontline Health and Safety  
**Position** : Administrative Clerk  
**Period** : 22 September 2008 – 18 December 2008

**REASON FOR LEAVING** : only a 3 month Contract offered

**DUTIES**  
Basic administration duties, i.e, HR duties, contracts, wages  
Typing, filing  
Administer timesheets for staff to claim overtime  
Administer statements to clients for outstanding payments  
Coordinating training for staff members

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**Company** : Tavcor Motor Group  
**Position** : Warranty Clerk / Administrator  
**Period** : March 2005 – August 2008  
**REASON FOR LEAVING** : Relocated to Cape Town

**DUTIES**

Booking clients vehicles in for services and repairs.  
Occasionally ordering parts and booking relevant clients.  
Arranging tow ins.  
Standing in for absent staff.  
Retail costing- cash customers.  
Warranty costing- using VW systems, Kerridge, ELSA,SAGA.  
Paint claim procedure –all vehicles under the 3 year factory warranty with corrosion- liaising with the factory and ensuring that repair is carried out at an authorized VW body shop.  
“Stand in” service advisor- customers’ vehicles booked in- keeping in contact on progress of vehicle service/ repairs for that day.

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**Company** : Hi Fi Corporation  
**Positions** : Service Department Administrator& Head Receptionist  
**Period** : March 2002 – August 2005  
**REASON FOR LEAVING** : Better employment offered

**DUTIES**

Ensuring clients items are sent for repairs and returned timeously,i.e assisting Service manager in maintaining administration in the department,dealing with all repair agents  
Head Receptionist – Ensuring that floats for tills are ready for cashier staff on arrival, recons done on a daily basis, ensuring money was placed in drop safe regularly and that it was ready for collection.

**References**

Freddie Smith (Assupol Life)  
Regional Manager  
041 373 1092

Anthony Rothman (Volkswagen of South Africa)  
Strategy and System Supervisor  
041 994 5554

Shanaaz Van Der Schyff (University of Western Cape)  
PA to the Dean of the EMS Faculty  
021 959 3941

Martin Taverner (Tavcor Motor group)  
Service Manager  
041 390 1200

Shilo Verreyne Audi Technical Centre  
Warranty Administrator  
041 404 9400