

# MICHAELA KATHRINE CHARLENE SADAN

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■ South Africa

## PROFESSIONAL SUMMARY

Dynamic and detail-oriented Asset Finance Consultant with strong experience in B2B sales, lead generation, CRM management and customer service. Proven ability to follow up and convert leads, manage administrative processes, coordinate teams, and maintain excellent client relationships.

## KEY SKILLS

- Lead generation & B2B sales
- Customer service & telephonic enquiries
- Appointment scheduling & team coordination
- CRM, Xero & X-Invoicing systems
- Microsoft Word, Excel & Outlook
- Social media marketing
- Administration & office support
- Problem-solving & communication

## WORK EXPERIENCE

### **Zeka Finance — Asset Finance Consultant (Current)**

- Lead generation and B2B sales
- Follow-up and qualification of leads to close deals
- Customer service and finance-related support
- CRM updates and client communication

### **Data Discovery — Sales Agent**

- Managed inbound and outbound sales calls
- CRM data capturing and client updates
- Provided customer service and sales assistance

### **Blind Guys CPT North — Receptionist / Administrator Assistant**

- Reception duties and appointment scheduling
- Lead follow-ups and client communication
- Order follow-ups & installation team coordination
- Handled telephonic enquiries and customer support

### **Aqua Auto Wash & Valet — Receptionist / Administrator**

- General office administration & front-desk duties
- Social media brand promotion
- Assisted customers and managed daily enquiries

**Land Marketing — Assistant Marketer (2020)**

- Assisted with events and brand promotion
- Head promoter duties and social media promotion

**The Auto-Point — Administrator (2014–2017)**

- Administrative tasks, invoicing and quoting
- Customer service support
- Experience within the mechanical industry

**EDUCATION & QUALIFICATIONS**

- Matric Certificate — NQF Level 4 (Admission to Diploma) — 2013
- ABET Certificate (Adult Basic Education & Training)
- TEFL Certificate (Teaching English as a Foreign Language)
- Recruitment Skills — Online Short Course

**PERSONAL INFORMATION**

- Date of Birth: 25 August 1995
- ID Number: 9508250068080
- Marital Status: Single
- Driver's Licence: Yes
- Home Language: English
- Health: Excellent