

MADELEIN LABUSCHAGNE

Office Administrator | Sales Professional | Educator

083 302 6011 

29madelein@gmail.com 

Ladysmith, KwaZulu-Natal 

PROFESSIONAL PROFILE

A motivated and versatile professional with extensive experience in office administration, sales, and education. Recognised for strong organisational and interpersonal skills, effective multitasking, and a proactive approach to challenges. Proven track record in accounts management, customer relations, and team coordination. Highly adaptable and eager to learn new systems to enhance productivity and contribute to organisational success. Known for maintaining professionalism, accuracy, and efficiency in fast-paced environments.

WORK EXPERIENCE

Office Manager

NTC - Eddie Clarke

- Answering calls and handling customer queries
- Filing, document management and correspondence
- Preparing quotations and processing accounts
- General administrative and PA duties
- Issuing roadworthiness and data dot certificates

Office Manager & Sales Representative

Packaging Supplied Plastics (PSP Group)

- Invoicing, quotations, and accounts (Pastel)
- Accounts payable, receivable, and reconciliation
- Payroll processing and bookkeeping support
- Vendor management and procurement
- Cold calling, telesales, and client follow-ups
- Recruitment and HR support
- Reception, dispatch coordination, and data entry

Sales Representative

Office Automation

- Generating leads and meeting sales goals

KEY STRENGTHS

- Excellent organisational skills
- Strong interpersonal abilities
- Effective multitasking
- Proactive problem solver
- Quick learner
- Professional & reliable

EDUCATION

150 Hour Advanced TEFL/TESOL Certificate

TEFL Universal (Accredited & Accredited)
September 2023

Grade 12 (Matric)

Ladysmith High School

2006 - 2010

Subjects: Afrikaans, English, Maths, History, Hospitality Studies, Life Orientation, Computer Application Technology, ICDL

COMPUTER SKILLS

Microsoft Excel **Proficient**

Microsoft Word **Proficient**

Microsoft Outlook **Proficient**

Pastel Accounting **Proficient**

QuickBooks **Proficient**

CORE COMPETENCIES

Accounts Payable & Receivable

Payroll Processing

Bookkeeping & Reconciliation

- Negotiating contracts and preparing pricing schedules
- Preparing weekly and monthly reports
- Visiting clients to evaluate needs and promote products
- Maintaining client records and handling credit queries

Sales Executive

Automotive Supplies

- Prospecting for new customers and servicing existing accounts
- Coordinating special orders and obtaining pricing approvals
- Preparing call reports, timesheets, and expense reports
- Meeting with customers to discuss needs and promote services

Administrative & Dental Assistant

Dr A. B. Human Dental Practice

- Switchboard operation and client reception
- Filing, bookkeeping support, and office administration
- Social media updates and chair-side dental assistance

Language Tutor (Self-Employed)

Private Tuition - English & Afrikaans

- Conducting one-on-one and group lessons
- Identifying learning gaps and creating improvement plans
- Scheduling, communication, and administration

Teaching & Aftercare Assistant

Monument Primary School | Andante Independent School

- Classroom teaching in teachers' absence (Grade R-7)
- Supervising and ensuring student safety
- Homework assistance and learner support

Invoicing & Quotations

Customer Service

Sales & Telesales

Vendor Management

Recruitment & HR Support

Document Management

LANGUAGES

English Fluent

Afrikaans Fluent

REFERENCES

Dr A. B. Human

036 631 1174

Trevor Witthoft

083 300 0772

Ds Christo Van Der Berg

082 086 6269

Madelein Van Zyl

082 894 2577