

JENNELEE KOEKEMOER

Administrative, Sales & Teaching Assistant Professional

CONTACT

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Location
Port Shepstone, South Africa

ID Number
8606230218089

SKILLS

- Recruitment: sourcing, screening, interviewing, onboarding, LinkedIn Recruiter, Applicant Tracking Systems (PNet, Ditto, JobJack)
- Microsoft Office: Word, Excel, PowerPoint, Outlook, Teams, Zoom, Google Meet
- Google Workspace: Docs, Sheets, Drive
- Data analysis: Excel, Power BI, Pastel
- CRM: Salesforce, RocketMailer, Capsule
- Database systems: Old Mutual, Sanlam
- Strong, patient communication

LANGUAGES

- English — Fluent
- Afrikaans — Fluent

REFERENCES

Jason Venn — Hereford Group (Liberty)
+27 83 251 7362

HP Scott — Anchor Fin. / Fish Eagle
076 369 4423

Helen Thornton — MADjozi
081 817 2686

FG Nell — Agri-Trans
083 395 0812

Maria Kemp — Crazy Prices
061 523 0663

PROFILE

Administrative and sales professional with over 15 years of experience spanning office management, client liaison, sales support, and recruitment across financial services, retail, transport, and IT/media sectors. Currently a Recruitment Specialist sourcing and placing candidates for the Hereford Group (part of Liberty). Also holds a Diploma in Teaching Assistant and a range of Early Childhood Development certifications, and is open to teaching assistant opportunities. Known for clear communication, reliability under pressure, and strong organisational systems.

EMPLOYMENT HISTORY

Recruitment Specialist — *1st Chapter Recruitment — on behalf of Hereford Group (part of Liberty)*

2026 – Present

- Source and place candidates on behalf of the Hereford Group (part of Liberty).
- Manage the full recruitment cycle: sourcing, screening, interviewing, and preparing candidates for final client interviews and psychometric testing.
- Host professional candidate interviews via Microsoft Teams under the 1st Chapter Recruitment brand.
- Support candidates through onboarding and their first three weeks of training, improving retention and readiness.
- Maintain accurate recruitment records and candidate communication throughout the hiring process.

Sales Lead Generator — *MADjozi (Remote)*

January 2025 – October 2025

- Identified and qualified prospective customers through targeted research and outbound lead generation.
- Contacted prospective clients to introduce products and assess sales opportunities.
- Captured and maintained lead and customer data within the CRM system, supporting accurate pipeline reporting.
- Provided the sales team with qualified leads that supported pipeline growth and conversions.
- Outsourced by MADjozi to work remotely with two IT companies and one media marketing company, adapting lead generation approach to each industry.

Practice Manager — *Fish Eagle (Sanlam Franchise)*

2020 – 2025

- Managed the full new business, conservation, and advisor-client base for a team of 25 advisors, keeping them on schedule for client appointments.
- Helped establish 20 new group schemes for the practice.
- Acted as first point of contact for advisers and clients, handling calls and queries with strong, patient communication; resolved administrative disputes directly and escalated any advice-related matters swiftly to the correct advisor.
- Oversaw office supplies, inventory, and computer systems to keep the practice running smoothly.
- Built and maintained spreadsheets to report production feedback to management.
- Planned team-building activities that brought together colleagues from all cultures within the franchise.

Relocated to Pietermaritzburg following the loss of a parent, before returning to full-time recruitment and sales work.

Admin Manager — *Anchor Financial Services, Old Mutual (Franchise)*

2009 – 2019

- Oversaw the planning, organisation, and execution of new business cases from start to finish.
- Managed conservation (debt collecting) to keep client premiums current and cases on the

books.

- Served as the key liaison between clients, managers, Head Office, and advisors.
- Delivered on special projects and additional duties within structured timelines.
- Helped drive the franchise to 1st place nationally in Old Mutual's new business rankings (2012) by consistently meeting submission deadlines, earning an offshore convention trip to New York alongside the franchise principal.

Floor Sales & Pawnbroking — *Crazy Prices – Secondhand Dealership & Pawn Brokers*

2006 – 2008

- Managed buying and selling of stock, including pricing and system entry, while serving customers on the sales floor.
- Negotiated loans and purchases of second-hand goods in line with pawnbroker rules and regulations, assessing goods to determine fair loan and purchase terms.
- Conducted regular stocktakes, reconciling physical stock against system records to keep inventory accurate.

Administrative Assistant — *Agri-Trans Trucking – Sand & Stone Transportation*

2005 – 2006

- Liaised with the managing director, staff, and Head Office, ensuring all tasks were completed to a structured plan.
- Captured all outgoing sand and stone deliveries on the system and coordinated with drivers to ensure on-time delivery.
- Handled customer queries and escalated serious complaints to management in line with transport regulations.

EDUCATION & CERTIFICATIONS

- Diploma in Teaching Assistant — Oxford Home Study Centre, Pietermaritzburg, 2024
- Matric — Voortrekker High School, 1992–2004
- Grade 1–3 Play Based Learning Course — PLAY SA (Dept. of Basic Education, UNICEF, Cotlands & LEGO Foundation), SACE-accredited, 15 CPTD credits (Apr 2024)
- ECD Birth–2 Years Certificate (15 credits)
- ECD 2–5 Years Certificate (15 credits)
- ECD Grade R (Ages 6–7) Certificate (15 credits)
- ECD Grade 1–3 (Ages 8–10) Certificate (15 credits)
- NDP English Literacy Certificate
- Teaching English as a Second Language (TEFL), 120 Hours — Distinction (Mar 2024)
- Recruitment & Talent Acquisition — EduCourse Online Learning (Aug 2026)
- Blue Essence Program — Sanlam (Apr 2023)
- Compliance, Digital, Overview of Sanlam, New Business, POPIA & Digital Behavioural Policy Certificates — Sanlam
- Anti-Money Laundering & Tax Evasion — Old Mutual (Mar 2017)

HOBBIES

Reading and continued learning for self-education.