CURRICULUM VITAE OF Muneera Emor De Beer



I regard myself as a young professional lady who strives on hard work, ambitious and eager to learn.

My educational background in Management has enabled me to execute my current responsibilities with ease and confidence. I offer a unique experience that is customer centric highlighting a passion of working with people ensuring outstanding customer satisfaction.

The positions I have held has helped me to build Sales related capabilities and has allowed me to put in practice the knowledge I gained through my studies.

My accomplishments include a proven track record of building and leading successful, goal oriented teams of professional staff while ensuring we meet and exceed customer expectations. Fostering commitment with a warm human touch, team spirit, pride, trust and group identity are particular strengths of mine. I am confident in my abilities and foresight. Many of the people around me attest that I am easy to work with, a straightforward and open communicator, focused and reliable.

Personal Details

Surname	: De Beer
First Names	: Muneera Emor
Date of Birth	: 23/12/1982
Nationality	: South African
Identity Number	: 8212230118088
Marital Status	: Married
Home Language	: English and Afrikaans
Gender	: Female
Ethnic Group	: Coloured
Health	: Excellent
Address	: 3 Endwell Street Mondeor
Contact Numbers	: 0614845478 / 0619254283
Disability	None

Educational Qualifications

School Education	: Floors High Comprehensive School
Standard Passed	: Grade 12/Matric

Subjects Passed : English
Afrikaans
Mathematics
History
Physical Science

Tertiary Qualifications

Name of Institution : **UNISA**
Course National Diploma In Public Relations
Period 2002

Name of Company : MiX Telematics (Pty) Ltd
Position : Account Manager
Period : December 2007-Current
Duties :

- Forming strong relationships with Enterprise and other strategic clients, and building an understanding of their requirements and business drivers
- Ensure excellent service delivery and achieving ROI for clients by harvesting a strong understanding of customer, market dynamics and requirements.
- Preparing written presentations and reports to Enterprise clients and other strategic clients.
- Ensuring adherence to all client SLA's.
- Data Integrity and Analysis
- Liaise with the Contract Compliance team to ensure that all data integrity issues are resolved
- Compile a trend analysis of performance of the client's fleet according to predefined parameters
- Analyzing the daily client reports received from Contract Compliance and implement corrective action with relevant party
- Proactive analysis of the database to ensure quality standards
- keeping accurate records of discussions or correspondence with customers;
- developing feedback or complaints procedures for customers to use;
- New Business Development
- Identify new scope in the business to implement new processes or up sell new product to ensure that the system is entrenched in the client's operations
- Assisting Sales consultants with Sales leads and presentations
- Assisting in contract negotiations, Coordinating contract administration and implementation
- Installing software and Providing training for users on the system
- Based on site at client COJ – Avis
- Based on site at client – Shoprite, for Shoprite Nationally

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Name of Company : TQA Trading
Position : Administrator
Period : March 2004 – Jan 2005
Duties

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- Managed the new application inbox and ensure that the queries are allocated evenly throughout the team to ensure optimal productivity
- Activation of contracts (new applications) on internal system

- Arranging Meetings
- Managing Staff Vehicle
- Managing Staff UIF Documents and tax certificates.
- Generating Invoices
- Filing
- Data Capturing
- Sort all credit control documents in alphabetical order
- Assist credit controllers to retrieve documents
- Assist with printing and scanning of documents

Reason for leaving : No Growth

References:

Available on Request