

Erika Labuschagne

Amorosa, Roodepoort 

072 593 4702 

Lappiese40@gmail.com 

Driving License: EB 

Languages: Afrikaans, English 

Date of Birth : 1974-01-03 

Work Experience

Data Capture: June 2024 – March 2025

Freelance

Supported the implementation of a digital filing system, contributing to a paperless office environment:

- Efficiently scanned and digitized hard copy files, ensuring accurate conversion to digital filing systems.
- Maintained high levels of data integrity and confidentiality during the scanning process.

Homework Assistant: August 2022 – May 2024

Roodie Akademie Naskool Sentrum

Overseeing children during aftercare hours, ensuring their safety and well-being:

- Assist students with homework assignments across various subjects to improve academic performance.
- Develop personalized study plans to address individual student needs and learning styles.
- Monitor student progress and adjust assistance strategies accordingly.
- Planning and implementing age-appropriate activities, including games and crafts.

Service Representative: November 1992 – December 2020

Telkom SA SOC Limited

Provided comprehensive customer service across multiple business units:

- Managed customer and internal staff account inquiries.
 - Processed and billed orders for Telkom SA SOC LTD Mobile and Fixed Line services within 24-hour service level agreements.
 - Arranging credit notes in accordance with company policies and customer requirements.
 - Maintained data integrity through accurate information capturing.
 - Monitored inventory levels to ensure product availability.
 - Executed purchase orders using SAP and coordinated with courier companies for stock procurement.
 - Liaised with couriers to manage delivery schedules and address shipping queries.
 - Coordinated bulk order initiatives for Government and Corporate clients, ensuring efficient processing and customer satisfaction.
 - Implemented document organization systems, including scanning and archiving, to enhance retrieval efficiency and data management.
 - Executed meticulous filing and storage of physical documents utilizing both alphabetical and numerical systems to ensure quick and accurate access.
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Education

Certificate in Office Administration: September – December 2016

UniCollege West Rand, Krugersdorp.

Programme Outline:

- Understanding the business and office environment
- Storage and retrieval systems
- Time Management
- Co-ordinating meetings
- Business correspondence
- Office Equipment
- Office supplies and stock control
- Financial and banking procedures
- Travel and other arrangements
- Health and Safety in the office

Diploma in Fashion Design: January – October 1992

Fashion Design & Management College CC

JANUARY - DECEMBER 1991

Matric Certificate: January – December 1991

Hoërskool die Adelaar, Roodepoort.

- Afrikaans First Language (HG)
- English Second language (HG)
- Biology (SG)
- Bible Education (HG)
- Home Economics (HG)

Notice Period:

Available Immediately

Transport:

- Own, reliable transport
- Valid Driver's licence

References:

- Roodie Akademie Naskool: Mrs. Tammy Buys - 082 389 9059
 - Telkom SA SOC Ltd: Mrs. Lenette Duvenhage - 082 553 2229
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