

Sisanda Mofokeng

Remote Business Support

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Summary of Qualifications

Hard working and self-motivated Remote Business Support Consultant with 12 years Credit Management, Office Administration, Customer Care and Independent work management. 14 years+ complete professional history. Qualifications include: Grade 12, Credit Management 1-3 (awaiting CM 4 exams), IT & Finance Call Centre Training.

Work Experience

Remote Business Support

October 2019 to date

Virtual Work Manager

100% remote work

Key Responsibilities

- Credit Management Support (and Collections)
- Finance Support for 2 retainer clients
- Creative Writing
- Business Writing (RFP, Proposals etc)
- Web Developer (Wordpress)
- eCommerce Store Design
- Content Development & Production
- Customer care (online store management)
- Administrative Support
- Social Media Management for 3 businesses social media accounts
- Email Marketing for 3 businesses social media accounts
- Website Maintenance for 4 businesses websites
- Website & Blog Management for 3 businesses websites
- Social Relationships Management for 2 businesses social media accounts
- Email Management (Inbox) for 3 businesses
- SEO Improvement for new and existing websites
- General Virtual Assistant duties

Finance Associate - Debtors & Revenue Management

July 2018 to October 2019

Nova Pioneer (Pty) Ltd

80% remote work

Key Responsibilities

- Managing debtors accounts and revenue for 2 schools/campuses
- Ensuring timely revenue collection by setting up debit order profiles via Realpay, Calling, Emailing, sending written communication to debtors
- Managing debtors credit bureau files; updating payment profiles, blacklisting, etc.
- Monthly invoicing and reconciling of campus debtors books to ensure actual billing reconciles to expected totals
- Working with marketing and admissions teams in reducing risk of enrolling non-paying or problematic debtors
- Managing new year admission readiness project for all campuses
- Monthly reporting and portion of management accounts reporting
- Weekly campus reporting remote/video meetings with campus deans and leaders
- Collections
- Cash forecasting
- Customer care and attending to queries within 20 hours via Zendesk
- TPN Credit Vetting Process
- Accuracy, Time-Management and Multitasking

Senior Credit Controller

Jan 2015 to Sept 2017

Medhold Medical (Pty) Ltd

Key Responsibilities

- Second-in-charge of Debtors Team
- Revenue collections within 30 days
- Cash forecasting
- Ensure that invoices are secured for GSSC / Government / Private clients payment within all supporting documents attached
- Ensure that problem invoices or accounts are identified and resolved before they become overdue
- Credit vetting to establish client risk and minimise exposure
- Ensure proper documents are sent to clients including PODs, Invoices, Statements, Job Cards, Contracts etc
- Check for errors in billing and calculate discounts
- Process month end journals
- Manage COD Accounts, Key Account Clients, Government Accounts
- Weekly Reporting & Team Meetings

Debtors & Building Administrator

October 2014

Alpine Estate Agency

Key Responsibilities

- Creating accounts
- Creating and managing rental contracts
- Full credit control function
- Follow up on non-payments using the company's guidelines and procedures
- Invoicing clients and sending monthly statements
- Full refund process
- Correspondence with attorney regarding handed over accounts
- Correspondence with building supervisors / caretakers and work on their weekly reports for new invoicing and updating of tenant information

Credit Controller

Aug 2008 - Sep 2014

Adcock Ingram Healthcare (Pty) Ltd

Key Responsibilities

- Communication with internal and external clients
- Build strong relationships with debtors
- Ensure timely collections of payments, keeping to the company's trading terms of 60 days
- Ensure debtor claims are raised with all the necessary supporting documents and follow the proper channels and processes
- Investigate and get approval for credit notes, follow the chain from returns and reasons thereof
- Maintain customer satisfaction and attend to queries within 24 hours
- Weekly age analysis report to ensure queries are attended to and payment commitments are made
- Run report and manage customer orders at least 3 times daily to ensure no orders stay on hold unnecessarily
- Review and update credit limits within the credit insurance recommendations (CGIC)
- Debtors Insurance Management
- Filing and administration
- Monthly reporting to Credit Control Supervisor

Credit Controller

Jan 2007 to Aug 2008

IGT Africa

Key Responsibilities

- Customer service
- Administrative Support to Finance, Marketing and Front Office
- Expense Reports (local and international)
- Travel Reports (local and international)
- Communication with debtors to ensure queries are resolved in a timely manner
- Ensure timely allocation of receipts (payments) to debtors accounts to ensure statements reflect the latest balances
- Debt Collection
- Ensure release of suspended service and orders on receipt of arrears payments
- Provide support in bookkeeping and other relevant transactions
- Maintain correct credit limits
- Filing

Administrative Support

Jan 2006 to Nov 2006

IEC - Midvaal Municipality

Key Responsibilities

- Data Capturing
- Head Office & Branches correspondence
- Preparing for and maintaining presentations
- Filing and attending to voter queries
- Attending to travel expenses approvals
- Capturing Field Workers' work hours

Administrative Support

Apr 2005 to Dec 2005

Protech Training - Vaal Triangle

Key Responsibilities

- Overseeing all administration duties
- General office support including file management
- Updating learner and client database
- Capturing learner progress and documentation for allowance approval
- Debtors Accounts
- Independent correspondence with Construction, Energy and Business Skills SETAs

Certifications:

Grade 12
Telephone Etiquette Training
IT/Finance Call Centre Training
Credit Management 1
Credit Management 2
Credit Professional
Credit Management 3

Memberships:

Institute of Credit Management (ICM) Membership

Languages:

English (Speak, Read, Write)
IsiXhosa (Speak, Read, Write)
IsiZulu (Speak, Read)

Business/Accounting Software Experience:

AS400
Oracle
Quickbooks
AccPac
Pastel
Propsys
Novtel
Edadmin
MS Office Excel
Google for Business: i.e. Drive, docs, sheets, emails, calendar etc

Credit Control: Account/Industry Types Experience:

Casino Accounts (Gaming / Gambling Industry)
Doctors Accounts (Pharmaceutical Industry)
Retail Pharmacy Accounts (Pharmaceutical Industry)
Projects Accounts
Export Accounts (COD & Credit)
Wholesale Accounts (Pharmaceutical Industry)
Government Accounts / Public (Pharmaceutical Industry)
Key Accounts – Mediclinic, Netcare, Clicks Group, Pick n Pay and Lifehealthcare Hospital
Accounts
COD Accounts
Group of Private Schools Accounts (Senior & Junior Schools) / Private Education