

## OBJECTIVE

A highly motivated, confident individual with exceptional multi-tasking and organizational skills. Able to exhibit confidentiality, discretion, tact, diplomacy and professionalism when dealing with Directors, staff or clients.

Ready and qualified for the next stage in a successful career. Currently looking for a suitable position to advance my career.

## EXPERIENCE

### Head of Accounts & HR | SY Enterprises, Play, Playsy & Sayplay, Seef Bahrain

*June 2019 - 15th August 2020*

- Administering daily financial tasks and HR functions for all companies
- Performing weekly cash ups and reconciliation for both centres, reporting to directors on any discrepancies.
- Creating on Sage monthly financial reports and presenting to directors
- Liaising with auditors yearly to complete the annual financial statements
- Inventory management for both Play & Playsy, count and adjustments performed on Vend POS system.
- Reconciling and submitting VAT returns quarterly to NBR
- Gathering of documentation for Tamkeen funding as needed
- Monthly reconciliation of petty cash for all three entities and reporting to directors on any discrepancies
- Planning, creating and implementation of early budgets for all entities
- Gathering all HR documentation for new staff members. Managing all relevant documentation on LMRA. Submitting of payments on GOSI portal
- Submitting all monthly expense for authorization and performing payments via cheque or online banking
- Monthly payroll based on attendance registers
- Assisting where necessary with offsite VIP parties. Compiling expense reports and invoicing to clients before receiving payment.

### Unit Manager, Toddler Time programme leader | PLAY Bahrain , Seef Mall Bahrain

*September 2018 - June 2019*

- Overhauling sales process and systems
- Reducing operating budget waste through tighter controls on expenditures and inventory waste
- Directing recruitment, hiring and training staff to create a productive team with excellent product knowledge
- Implementing new staff training processes to ensure efficient performance across all job roles. Including customer service skills, product and company identity knowledge, health and safety procedures and upselling techniques
- Managing, and evaluating the performance of all team members and associates
- Managing social media platforms by planning and creating the content ahead, collaborating with the designing team and corresponding with the followers
- Event coordination, customer relations and mall management relations
- Complaint resolution / responding to feedback, created and implemented new procedures where needed
- Monitoring and organisation of maintenance based on the needs and annual budget
- Inventory management, turnover and count, visual merchandising and procurement based on forecasting including receiving shipments, replenishment, returns, markdowns and price management
- Providing direction to employees during hours of operation as well as opening and closing the store on a rotation basis
- Monitoring customer flow at front-end, providing POS training and utilising POS knowledge to troubleshoot
- Planning and implementation of the Toddler Time program for children aged 18 months to 4 years

# Tracy Ross



## AREAS OF EXPERTISE

Administration  
Secretarial duties  
Finance Administration  
Document management  
Diary management  
Stock management  
Sales management  
IT Skills  
Microsoft office, Excel and Outlook  
Typing and letter writing  
Fluent in English and Afrikaans

## PERSONAL SKILLS

Determined and well organized  
Confident and professional manner  
Excellent communication skills  
Remain calm under pressure  
Positive attitude  
Adaptable and flexible

DOB: 20/08/1969

Driving License: Yes

Nationality: South African

Mobile number: 35518313

Email: rosstracy92@gmail.com

**Branch Manager/ Personal Assistant to the Owner | Outeniqua Refrigeration, South Africa**

*April 2017 - July 2018*

- Management of all staff and assets
- Financials and marketing of Port Elizabeth and Cape Town branches
- Liaising with staff, suppliers and clients
- Managing sales and reporting directly to the CEO
- Compiling and submitting Health and Safety files
- Organizing external/ internal meetings and taking minutes
- Responsible for answering and screening telephone calls, emails including direct enquiries
- Scheduling appointments, arranging travel and accommodation
- Writing, reporting and briefing documents including presentations
- Responsible for stationery acquisitions.
- Involved in recruitment, budgets, accounts, managing junior staff and HR
- Scheduling the daily call outs for the technicians and services using the Eworks programme

**Financial administrator/ Secretary | The Roof Handler cc, South Africa**

*October 2014 - March 2017*

- Management of branch Financials
- Compiling daily sales reports to enhance the monthly sales
- Maintaining and drawing up the yearly Budget
- Reporting and consulting all documentation for Tax purposes to South African Revenue services and auditors
- Raising purchase orders, expense claims and invoicing
- Collection and payment of debtors and suppliers
- Recruitment, payroll and HR
- Scheduling of meetings and compiling minutes
- Monitoring communications via telephone, emails and face to face on a daily basis
- Actioning procedures and policies to enhance business flow

**Finance and Administration Manager | George Child and Family Welfare (NPO), South Africa**

*September 2011 - September 2014*

- Financial management of multiple sets of books to trial balance
- Compiling and reporting directly to the South African Revenue Service and auditors on Tax issues
- HR and monthly payroll for 80 staff members
- Setting up and advising on yearly fundraising events and projects
- Organizing the internal monthly meetings with the Director and the Management
- Compiling of agenda, minutes and proposals for fundings
- Compiling the financial yearly reports and presenting to the members and public, on multiple sets of books
- Assisting with programmes set out by the Director
- Loading the daily payments to the bank for Management authorisation

**Bookkeeper and PA to the Director | Xocet Corporate Wear**

*February 2010 - August 2011*

*This was a half day position as I was still running my own bookkeeping business.*

- Financial management, banking, petty cash, stock control, invoicing etc.
- Collection of outstanding debtors
- Monthly reconciliations of suppliers and loading of payments for authorization
- Attending emails, telephonic calls, meetings and minutes on behalf of the owner and the marketer
- Compiling and actioning of weekly and monthly payroll/HR
- Completing and submitting of monthly Tax returns

**Owner- Bookkeeping and Business Advising company | Ohana Bookkeeping, South Africa**

*March 2009 - June 2011*

- Bookkeeping to trial balance
- Consulting with individual auditors per company
- Collecting of client's debtor's books
- Compiling and submitting various Tax returns per company
- Individual personal Tax returns
- Compiling individual budgets per company
- Setting up meetings with individual clients to enhance business, sales and expenses
- Business support for Pastel accounting & Pastel payroll

**Branch Manager | Woodstock Boards (Pty) Ltd South Africa**

*January 2001 - December 2008 - Promotion within the same company*

- Management of staff and company assets
- Financial reports, yearly budgets direct to CEO and Directors
- Compiling agenda and setting up of minutes for CEO and other Branch Managers
- Organizing travel and accommodation for quarterly meetings
- Communicating and implementing decisions to staff made at management level
- Responsible for branch HR, recruitment, budgets and accounting

**Bookkeeper and PA to the CEO | Woodstock Boards (Pty) Ltd South Africa**

*May 1991 - December 2000*

- Providing secretarial and administrative duties to CEO and Directors
- Bookkeeping: Petty cash, cash book reconciliation, banking, stock control etc
- Setting up and administering of price list
- Producing the board meeting agenda, attending and compiling minutes
- Dealing with incoming calls, emails and faxes
- Assisting with sales and client queries

## EDUCATION

- National Senior Certificate, Grade 12. Milner High School, Klerksdorp, South Africa
- Dynamic Telephone Collections – Ken Mills and Associates (Pty) Ltd
- Collection strategies and techniques – Ken Mills and Associates (Pty) Ltd
- Windows 95 – Drawing and office equipment
- Pastel account and payroll – Drawing and office equipment
- Basic Bookkeeping course
- Credit Guarantee course
- Telephonic Etiquette course
- Hootsuite
- Vend POS
- Sage 50
- Meister Task

## REFERENCES

- Sue Du Toit (Director of George Child and Family Welfare) +27 84 922 3639
- Lisa Christie (Owner of The Roof Handler) +27 82 959 7849
- Koos Basson (Part owner of Outeniqua Refrigeration) +27 83 376 1655
- Sama Yateem (SY Enterprises) +973 396 17666