

# MELANIE BRIERLEY

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## **OBJECTIVES:**

### **Our Commitment to Customers of Our Leading Cleaning & Care taking Service:**

As a customer taking advantage of the leading cleaning & caretaking services offered by Budget Cleaners, we want you to have the best possible customer experience every visit. We know our customers choose us to provide reliable house cleaning services, and we accomplish our goal in three ways.

### **The Three Ways We Provide Optimal, Reliable House Cleaning:**

**First**, we make sure everyone - management and team members - is totally focused on meeting or exceeding our customers' expectations and providing thorough, efficient, reliable house cleaning every visit.

**Second**, we make sure all staff are trained to treat our customers (and fellow employees) the way we would like to be treated. This includes always having empathy for our clients; understanding their needs and feelings; offering them reliable house cleaning; being efficient, friendly and courteous; treating every customer fairly and with respect; and being open and honest in all of our communications. We will respond to customers' needs, requests, concerns and complaints regarding our premium cleaning services in a timely, polite, caring, friendly and professional manner.

**Third**, we will provide the most thorough cleaning of your home of any company in the industry. When our teams leave customers' homes, customers will have the peace of mind of knowing that they and their families have received the healthiest, most thorough clean possible, from a team of people who clearly cared about the quality of their work. The house will smell clean, look clean and feel clean. Everywhere customers look, they will see the evidence of our premium cleaning service and know that they have just received the finest, most professional and reliable house cleaning in the entire industry.

We are committed to ensuring that customers choosing our premium cleaning services trust us, are loyal to us, and are so pleased with our services that 96% of our customers feel confident saying, **"I am proud to recommend Budget Cleaners to my friends and relatives for caretaking and cleaning!"**

### **SUMMARY OF QUALIFICATIONS AND STRONG POINTS:**

- # Over 14 years of banking experience, personnel, marketing, training, secretarial and management.
- # Ten years' experience in the property industry.
- # Highly commended throughout career.
- # Expertise in marketing, management, troubleshooting, complete overhaul "vasbyt"!
- # Effectively coordinate projects to successful completion.
- # Solid background and good human relations.
- # Strong organizational and creativity skills.
- # Ability to investigate and solve all problems.
- # Superior ability to analyze problems and find innovative solutions.
- # Highly organized in the planning and execution of assignments.
- # Commitment.
- # Work effectively with persons from other cultures and all walks of life.
- # Highly motivated, goal driven and known as a team player.
- # Computer Literate - Word, Excel, etc.

### **EMPLOYMENT HISTORY:**

Freelance Estate Agent with Acutts Margate and owner of Budget Cleaners – **Present**

Estate Agent - Acutts Margate	2009 - Present
Estate Agent – Perfectum Homes Secunda	2007 - 2009
Personal Assistant to Managing Director – ErmeloToyota	2006 - 2007
Owner – Butterfield Ermelo	2002 - 2006
Area Manager Card Division Mpumalanga	1996 - 2002
Secretary, Bonds and Foreign Exchange Clerk – ABSA Secunda	1988 - 1996
Secretary to the District Manager – First National Bank	1988 - 1988
Legal Typist / Secretary – Santam Bank Legal Department	1986 - 1988

### **DUTIES:**

# Typing, secretarial work, transparencies, office administration, personnel administration, applications, resignations and transfers, arranging meetings with personnel and clients, administration, liaising with clients, taking of minutes, arranging of functions, a total RIGHT HAND working concept!

# Administration, support, training, marketing, delegation of work, supervising, goals achieving set out, setup of meetings, troubleshooting on speed points, superior ability to analyze problems and find innovative solutions.

# Total management of business, production planning, lost management, raw material ordering and controlling, personnel management, coordinating market planning and wholesale, maintenance planning, and financial planning.

# Valuations, selling, listing, transaction follow-up's, marketing, show houses.

### **AWARDS AND PERSONAL SUCCESSES:**

Development Board Secretary for ABSA Bank Mpumalanga.

Awarded Study Bursary from ABSA for further studies in Human Recourses

Compilation of studies.

Best Marketing Consultant 1999.

Added success to Butterfield Ermelo:

- Brand builder 9of thee year 2002/2003 finalist
- Franchise of the year 2002/2003 finalist
- Manager was nominated Manager of the year 2002/2003 and 2003/2004 as well as 2004/2005 finalist.

Best supporting Perfektum Secunda agent July 2006 – September 2006 (MortgageSA)

Best supporting Perfektum Secunda agent January 2007 – March 2007 (MortgageSA)

Chairlady of Unique Body Corporate Margate from 2007 to present.

Vise Chairlady for Pro Deo Margate.

Committee member Mpumi Babyhome Port Shepstone – Welfare Doxa.

**EDUCATION:**

1984	Matric	High School Suid-Natal <b>Port Shepstone</b>
2000	National Diploma Human Resources	Technicon SA
2006	Sole Mandate Workshop Commission Workshop Negotiation Workshop Canvassing Workshop	PA Business School of Real Estate
2009	FETC: Real Estate NQF Level 4 (SAQA ID 59097)	DITASA

**NOTE:** Further particulars available on request at contact number on first page.