

Curriculum Vitae of Sharon Van Den Heever

Biographical Details

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| Name | Sharon Joyce Van Den Heever |
| Physical Address | 10 Mountain Rise, Carrington Heights, Durban, 4001 |
| Postal Address | P O Box 59053, Umbilo, 4075 |
| Cellular Work / Home Number | 082-775-1221 |
| Office Number | 087 941 7180 |
| Date of Birth | 23 February 1970 |
| Nationality | South African |
| Identity Number | 700223 0113 085 |
| Gender | Female |
| Spouse | Bryan Van Den Heever |
| Dependants | Samantha-Leigh Van Den Heever - Age 20 Jodi Camryn Van Den Heever - Age 17 |
| Drivers License | Code 08, 28/02/1988 |
| Health | Excellent |
| Languages | Excellent in English & Afrikaans English – Speak, read & Write Afrikaans – Speak, read & write |
| Personal Circumstances | My strong characteristics are organizational skills, systems creation, implementation and management. I have passion and drive and am a highly motivated person. I enjoy responsibility and a challenge in my work environment. My specialty is change management within organisations. |

Educational Qualifications

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| SCHOOLING - SCHOOL: | Mowat Park Girls High, |
| | Matric Exemption |
| Subjects Passed: | English 1 st Language, Afrikaans 2 nd Language Biology HG, Geography HG, Mathematics SG, Accounting SG |
| HIGHER EDUCATION | |
| College: | Pinetown Technical College |
| Major Subject: | Marketing Management |
| Date: | January 1988 – November 1988 |
| Course: | N4 (June 1988) & N5 (November 1988) |

COURSES ATTENDED:

| YEAR | COURSE |
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| 1987 | Word Processing - extra school course completed. |
| 1992 | Brilliant Accounting |
| 1995 | Brilliant Stock Control |
| 1996 | Word 6.0, Quattro Pro 6.0 and Windows 95 & Windows 3.1 Beginners |
| 1996 | Certified Instructor |
| 1996/7 | Word 6.0, Word 7.0 Word Perfect Beginners & Intermediate |
| | Lotus 123 5.0 Beg, Power point 4.0 & 7.0 Beg & Int |
| | Excel 5.0 & 7.0 Beginners, Quattro pro 6.0 Beginners |
| 1999 | VIP Payroll |
| 1999 | Pastel Accounting |
| 2001 | Labour Relations Course – Bruniquel & Associates |
| 2001 | First Aid Course – Global Technologies |
| 2002 | Management Course – Arnold Mol |
| 2003 | Microsoft Advanced Word – Key Software & Computers |
| 2003 | Practical Confidence & Assertiveness Skills – CBM |
| 2003 | NOSA – Health & Safety Course |
| 2003 | Successful Project Management – CBM Training |
| 2008 / 2010 | Retail Management diploma – courses completed are as follows: Basics of Planning organizing and control, Ethical Leader Basic Business Finance, Written Communications Presentation Skills, Holding Meetings Managing competency Based Training Performance Management Coaching Effective Communications, Win-Win Negotiations Effective Workplace interaction, Selection & Interviewing Finance for non-finance managers, mentoring skills Advanced Planning leading organizing & control |
| 2013 | Assessor |
| 2013 | Mentor |
| 2013 | Coach |
| 2013 | Facilitator |
| 2013 | Moderator |
| 2013 | Pastel Refresher |
| 2014 | ISO 9001:2008 Internal & Supplier auditor |
| 2014 | International Certificate in Occupational Safety and Health (International level 3 RSA level 5) |
| 2016 | Passport Training (Safety Systems in Fuel) |
| 2016 | Busy completing my Skills Development Facilitator Training |

Awards & Achievements:

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| 2001 | Most Improved Resort of the year – Suntide Lodge (Qunu Falls) |
| 2001 | Resort of International Distinction - Suntide Lodge (Qunu Falls) |
| 2002 | 5 Year Long Service Award – Beekman Brothers the Holiday Club |
| 2006 | Special Recognition Award – RCI |
| 2007 | Silver Crown – The Palace Resort |
| 2011 | Best Sales Department Nationally – Makro Rossburgh |
| 2014 | Nominated as an Emerging Entrepreneur – Business Women’s Association |
| 2015 | Nominated as an Emerging Entrepreneur - Business Women’s Association |
| 2015 | Nominated as the Durban Chamber of Commerce and industry SMME Forum Chairman and council member of the Durban Chamber of Commerce |
| 2015 | Finalist in August 2015 for the Margaret Hirsch Business Achiever award |
| 2016 | Finalist for the Durban Chamber of Commerce Emerging Business 2016 |
| 2016 | Margaret Hirsch 3 rd place winner for Umhlanga – Business Women’s Award |

Committees & Associations:

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| 2014 to 2016 | NECT / Pilo – National Education Collaborative trust District steering committee member working towards the improvement of the rural school and the development and upliftment of our educational system. |
| 2014 to date | Appointed as the SMME Forum Chairman for the Durban Chamber of Commerce and industry – here we give of our time to support and grow small businesses. |
| 2015 to Date | Appointed as the Association for Skills Development (KZN) Chairman providing support and growth to the training and skills development community. |
| 2015 to Date | Participating in the Cherie Blair mentorship program for a year. |

Employment History

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| Company: | Maharani Motors: |
| Date of Employment: | March 1989 to December 1989 |
| Position Held: | Bookkeeper & Girl Friday |
| Reason for Leaving: | Company sold & owners went back to England |
| <i>Went to America – California to aupair for 8 months from April – November</i> | |
| Company: | Moby Disc |
| Date of Employment: | November 1990 to February 1991 |
| Position Held: | Bookkeeper & Girl Friday |
| Reason for Leaving: | Company Closed Down |
| <i>Moved to Cape Town</i> | |
| Company: | Billanco Units / R & M Hydro / Hiring Supply / Melnor Auto |
| Date of Employment: | March 1991 to November 1991 |
| Position Held: | Bookkeeper |
| Reason for Leaving: | Offered a permanent position at SA Cleaning Equipment |
| Company: | SA Cleaning Equipment |
| Date of Employment: | November 1991 to September 1996 |
| Position Held: | Bookkeeper, sales and management of 2 divisions. |

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| Reason for Leaving: | Offered a Position at New Horizons |
| Company: | New Horizons Computer Learning Centre |
| Date of Employment: | September 1996 to August 1997 |
| Position Held: | Applications Trainer promoted to admin & operations in March 1997 also overseeing all HR functions. |
| Reason for Leaving: | Resigned and moved to KZN (Husbands Company moved) |
| Company: | Beekman Brothers (The Holiday Club) |
| Date of Employment: | December 1997 to September 2006 |
| Position Held: | Bookkeeper at head office promoted to company treasurer 1998 Promoted to report Manager 1999 (Suntide Qunu Falls) Moved to San Miguel (2002) Moved to head Office (2003) & promoted to Resort Admin Promoted to Resort Manager (Formosa Bay 2004 - Plett) |
| Reason for Leaving: | Resigned and moved to KZN (Husband got a job offer) |
| <i>Moved to Durban as my Husband was offered a position in Safety</i> | |
| Company: | First Resorts (Club Leisure Group) |
| Date of Employment: | October 2006 to October 2007 |
| Position Held: | Deputy Resort Manager (The Don Oceanic) Resorts Manager (The Palace) November 2006 till October 2007 and oversaw the Oceanic Hotel from time to time. |
| Reason for Leaving: | Applied for position at Makro |
| Company: | Makro Rossburgh |
| Date of Employment: | November 2007 – October 2012 |
| Position Held: | Customer Relationship Officer applied for and promoted to Business Development Manager (April 2008) Promoted to leveled Manager (2008) Promoted to Executive Manager (November 2009) |
| Reason for Leaving: | Offer of employment made by Fire Check (Pty) Ltd |
| Company: | Fire Check (Pty) Ltd |
| Date of Employment: | November 2012 – December 2013 |
| Position Held: | Sales & Training Administration Manager Assisted with managerial functions on a global level in HR, IR, Operations, Training as well as assisting with internal audits and training of clerical staff. Tender and Vendor business focus. Joint Venture with my own business for the latter part of 2013. |
| Reason for Leaving: | Left to move into my own H & S Consulting Business full time. |
| Company: | Hesscon (Pty) Ltd |
| Date of Employment: | May 2013 – to date |
| Position Held: | (First 6 months was worked after hours) Owner responsible for the customers, sales and business administration and accounts of the business. |

Work Functions & Experience:

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| Accounting: Cash Handling of Receipts, payment, Petty Cash and Banking |
| Accounting: Company head office Cash Flow (Over 30 account transfers daily) |
| Accounting: Company Treasurer |
| Accounting: Compilation, monitoring and submission of income schedules |
| Accounting: Debtors and Creditors monitoring and control |
| Administration: Audit reports Implement, monitor and control |
| Administration: Liaising with auditor, compilation and submission of reports |
| Administration: Stock - control, ordering, minimum stock levels, cost & selling price allocation |
| Bookkeeper: Complete to trial balance, Income Statement and Balance Sheet |
| Bookkeeper: Intercompany transferring of funds with signing power on bank accounts |
| Bookkeeper: Set up budgets, implement, reporting, forecasting, monitoring & control |
| Departmental: Coordination the Marketing, Business Development & Delivery departments. |
| Director: Overseeing and running of Hesscon Pty Ltd from January 2013 to date |
| Health & Safety: Identification of risks and implementation regulations |
| Health & Safety: Assist with safety files and safety committee |
| Health & Safety: ISO audit assistance |
| Hospitality: Liaising with affiliated clubs, namely RCI, QVC, Flexi Club and many more |
| Human Resources: Employee Welfare, leave, Garnishees etc |
| Human Resources: Employment Equity policy |
| Human Resources: Recruitment, selection and appointment procedures |
| Human Resources: Salaries, leave, sick leave, bonuses and IRP 5s and wages |
| Human Resources: Staff Welfare, Uniforms and staff teas |
| Human Resources: Termination of employment procedures |
| Human Resources: Union Negotiations & correspondence |
| Industrial Relations: Grievance Procedures |
| Industrial Relations: Investigations, disciplinary, Grievances and all related functions |
| Logistics: Co-ordination of the delivery & ordering at Makro department |
| Management: Inter office, resort & dept liaison with HO, reservations, accounts, HR, IR & Legal |
| Marketing: Customer Liaison, customer service guest entertainment and welfare |
| Marketing: Sales, customer relations, customer services and public relations |
| Moderator: External moderator for various companies |
| Operations: Insurance contents and claims |
| Operations: Vehicle maintenance, petrol allowance and log book control |
| Project Management: Design, coordination, refurbishments & major asset replacements |
| Project Management: Interior Design & co-ordination of resort chalets and external houses |
| Resort Administration: Oversee of all resort administration functions |
| Resort Management: Management of six resorts |
| Training: All staff training at resorts from admin to maintenance to management |
| Training: Co-ordination of software training at all companies worked for |
| Training: Software application training of Word, Excel, Windows and Power point |
| Training: Word, Excel, MS XP Professional, Pastel, Outlook and PowerPoint |

Training: Systems training to my team in each position held throughout the years

Training: Pastel awareness training for the staff at Fire Check

Training: Sap / BW Portal Training for Makro staff

Trainer: Various training presented to various companies from management, customer services to safety training.

Assessor / Moderator: Moderation and assessment of training at Fire Check (Pty) Ltd from January 2013 till December 2013 as well as overseeing the training division.

Referees

WORKING REFERENCES

Trevor Hayes - Owner
S A Cleaning Equipment, Cape Town
Contact: (021) 531-4772

Cindy Beekman Allen - Beekman Brothers International Group of
Companies, Port Shepstone
Contact: (039) 688-5000

Stefanie Fourie – Resorts Operations Manager
Beekman Brothers, Port Shepstone
Contact: (039) 688-5091

Martha Beekman – Area Manager
Vacation Management Services, Port Elizabeth
Contact: (039) 368-8644 or **Cell:** 082 295 8763

Melanie Schwab – Regional Manager
First Resorts, Durban
Cell: 073 482 9181

Lez Pramjeeth – General Manager
Makro – Rossburgh
Contact: 082 562 9977

PERSONAL REFERENCES

Maggie Jordaan – Owner – Bird & Butterfly World
Plettenberg Bay
Contact: 084 582 2380

Margie Steel – Pa to the General Manager
Makro Rossburgh
Contact: 082 953 7831