



CHRISTINE HARTMANN

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SUMMARY

Having recently relocated to Canada from South Africa, I am a self-motivated and dynamic manager successful in building and motivating diverse and dynamic teams focused on delivering exceptional customer experiences. A Strategic planner with top-notch interpersonal and communication skills with the ability to cultivate company cultures in which staff members feel comfortable voicing questions and concerns, as well as contributing new ideas that drive company growth.

SKILLS

- People management
- Diversity management
- Interpersonal communications
- New account development
- Business process understanding
- Business operations knowledge
- Process improvement
- Problem solving
- Customer Analysis
- Cultivating Customer Loyalty
- Strong work ethic

EXPERIENCE

Senior Operations Manager / PrimaryAsset Administrative Services Pty Ltd - Johannesburg, 08/2018 - 04/2019

- Supervised performance of 13 workers in two teams (cancellations and collections), with goals of improving productivity, efficiency and cost savings
- Identified and solved complex strategy problems to drive organizational goals
- Daily problem solving and objection handling, ongoing improvement of systems and processes, conducting training sessions, running meetings, recruitment, review and update of policy documents with new products and updates, development and onboard of external organizational tools
- Streamlined operational efficiencies by coordinating staff development and succession planning as well as conducting KPIs and regular performance reviews
- Developed two internal candidates for general management promotion opportunities
- Generated daily, weekly and monthly operational reports for corrective action or continuous improvement

Reason for leaving: relocation

Reference: Darren Venter (darren@primaryassets.co.za)

Business Improvement Consultant / Business Process Design & Implementation - Johannesburg, 01/2017 - 04/2019

- Grant Thornton - (April 2017 – Nov 2017) Nerisha Singh (nerisha.singh@gmail.com) **Contracted as Manager**
Project 1: Conceptualise and design a new call centre for Grant Thornton Ethics Hotline within Forensics Department. Project 2: Analyse and create marketing materials for the promotion of the Grant Thornton Forensic Services. Project 3: Interim Forensics investigator with clients such as Johannesburg City Power and City of Johannesburg. Including report writing, administration and investigations
- Thyme Workshop Consulting (Jan 2017 – Mar 2019) Hein: (hein@thymeworkshop.com) **Contracted as Manager**
Project 1: Investigate workflow and design improved processes and implement 2: Business process design and optimization. Building and improving the online and social media marketing as well as pamphlet and flyer design and printing. Project 3: Built WordPress website for client from scratch
- Flexitank Systems - (Jan 2017- Mar 2019) Marten: (marten@flexitanksystems.com) Project 1: Investigating and improving sales through social media. Project 2: Building and improvement of online social media marketing as well as pamphlet and flyer design and printing
- The Dance Junxion - (March 2017 – June 2017) Marda Vasconcellos (info@dancejunxion.co.za) Project 1: Analysis and optimisation of workflow processes; Project 2: Interim Admin manager for accounting, invoicing,

salaries; Project 3: Implementing a simple Customer Relationship Management (CRM) system, including the opening of client files
Project 4: Social media marketing, design of marketing materials, social media training

Account Manager / Deloitte & Touche - Johannesburg,

09/2015 - 12/2016

- Hunter and farming responsibilities for new and existing clients
- Achieved client loyalty of 45+ clients through consistent quality, productivity, service and proactive management
- Conducting presentations and training for an ethical workplace at the client, responsible for creating awareness plans and ensuring ongoing awareness with all clients
- Writing proposals and tenders
- Coordinating new client contracts, billing and debtors related administration
- Oversaw multiple accounts and worked diligently to meet and exceed performance goals
- Reached out to accounts frequently to measure satisfaction and increase revenue
- Over and above existing KPAs, I did the following: updated the administrative processes for the entire team; streamlined the New Hire process for new recruits; worked with designers to update the website, outside of my standard work function as well as creating calculation and conflict check templates I.e. Conflict of interest clients for Forensics; managed the proposal workflow and processes for the service line Director, and Managing the design and production of awareness material for all Deloitte "Tip-offs Anonymous" clients

Reasons for leaving: Focus on studies (MBA)

Reference: Xoliswa Sikakane (xsikakane@deloitte.co.za)

Sales & Estate Management Assistant, Personal Assistant / Ecliptic Estate Management - Johannesburg,

07/2013 - 05/2014

- I was the liaison between legal, sales and finances as well as general office management
- I assisted the Estate Management team with complaint resolution and resident queries of high profile clients to provide one-on-one administrative and estate management support
- Obtained quotes for various projects within the development
- I liaised between management, project management, development and sales; this was crucial for the handover process for phase 3 that I managed
- Prepared and updated office records, spreadsheets and presentations to support executive needs and enhance office efficiency

Reasons for leaving: Focus on studies (BCom Honours)

Reference: Jacqueline Brook (headoffice@managingestates.co.za)

Director & Head Tutor / A+ Maths Tutors - Johannesburg,

06/2004 - 04/2014

- High School and University students
- Managed tutors in Pretoria, Johannesburg and Cape Town with various sub-contractors
- Supported students by identifying and addressing specific concerns
- Liaised with other education professionals to tailor tutoring sessions around exam preparation and strategies
- Engaged students and made lessons entertaining to hold interest and encourage learning; Developed handouts, study materials and quizzes
- Helped students with subject knowledge as well as general abilities in learning, studying and retaining information
- Attended all scheduled sessions and maintained open hours for general availability

EDUCATION AND TRAINING

Wits Business School - Johannesburg, GP Masters of Business Administration: Business Administration	2017
University of Johannesburg - Johannesburg, GP Bachelor of Commerce, Honours: Strategic Management	2014
University of South Africa - Johannesburg, GP Bachelor of Business Administration: Business Management And Communications	2013
Bytes Technology Group - Johannesburg, GP CBM Project Management 1 & 2	2013
CBM Training - Germiston, GP Finance For Non-Financial Managers	2013
Modena Design Centres (Pty) Ltd - Sandton, GP AutoCad 10	2009

VOLUNTEER EXPERIENCE

- English and IT tutoring at Saturday School in Johannesburg (College Interact);
 - Part- time volunteering at the SPCA over 5 years (College Interact);
 - Organised and managed the winter programs for blankets, food and stationary for underprivileged children (College Interact)
 - Debating tutoring at underprivileged schools in Cape Town;
 - Pilate's instructor at Cresset House, home for mentally handicapped;
 - Volunteer, tutor and Big Sister at Nkosi's Haven
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GOAL

Now that I have completed all of my study achievements, I am looking to settle down and establish a durable and longterm relationship with a solid company where I will be able to contribute and assist with building up their successes.