



Miss Taheera Dolley

✉ taheerad@gmail.com ☎ 0646544193

◆ Western Cape

LinkedIn · Twitter / X · Facebook

PROFILE

I hold a national diploma in travel and tourism management and have completed the reservation systems course through Amadeus as well as a certificate in Early Childhood Development and have also completed a certificate in office administration. Obtaining these qualifications has not only given me a strong foundation from which to develop as a professional, but studying has also helped me to gain important character traits like tenacity, determination and an eagerness to continue to learn and grow.

PERSONAL DETAILS

GENDER
Female

RACE
Coloured

DATE OF BIRTH
08 Jan 1983

EDUCATION & QUALIFICATIONS

- Higher Certificate

Office Administration · 2021

Achieved

- ND Travel and Tourism

Advanced Diploma · 2012

Achieved

WORK EXPERIENCE

- Receptionist/ Administrator

[Solly's Cars Nigel](#)

Mar 2019 - Sep 2021

General Administration, Liaising with clients via telephone and email

Reception/ Switchboard

Vehicle Finance Application

Office Consumables replenishments

Using office equipment, ie Copy/fax machine

Assisting Walkins with applications and attaining proper documentation for applications.

- SGB Teacher

[Nigel Secondary School](#)

Jan 2017 - Dec 2017

SGB Teacher: Intermediate and Senior Phase

- SGB Teacher

[Nigel Secondary School](#)

Jan 2015 - Aug 2015

SGB Teacher:

- **SGB Teacher**

[Nigel Secondary School](#)

Apr 2014 –

SGB Teacher: Senior Phase

- **Receptionist and Switchboard Manager**

[Bayer Crop Science](#)

Jul 2013 – Nov 2013

Reception

Admin

- **Information Centre Receptionist and Ambassador**

[Cape Quarter Lifestyle Village](#)

Feb 2011 – Feb 2013

Info Centre Reception

Assisting tourists with enquiries

General Admin

- **Front Desk Concierge**

[West Chaffeurs](#)

Feb 2010 – Feb 2011

Front Desk Concierge

Assisting guests with tourism related enquiries

Booking of tours and/or shuttle transport

- **Reservationist and Operations Manager**

[Afribode Accommodation](#)

Feb 2008 – Mar 2010

Accommodation Reservations

Overseeing check-in/out procedures

Overseeing Housekeeping

- **Rental Agent**

[Tempest Car Hire](#)

Mar 2007 – Oct 2007

Car Rental Agent

- **Senior Reservationist**

[Village and Life](#)

Sep 2004 – Feb 2007

Front Desk Concierge then promoted to Reservations

SKILLS

Microsoft Office	●●●●●
Amadeus/CRM	●●●●●
Research	●●●●●
Communication	●●●●●
Customer Service	●●●●●
Transferable Skills	●●●●●
Time Management	●●●●●
Problem Solving	●●●●●
Team Player	●●●●●
Active Listener	●●●●●

LANGUAGES

English	●●●●●
Afrikaans	●●●●●

PERSONAL TRAITS

Sincere
Devoted
Loyal
Adventurous
Punctual
Diligent
Generous
Competant

HOBBIES & INTERESTS

Baking
Crafting
Sports
Music
Travelling
Photography
Outdoor Adventures

REFERENCES

Mr BP Kunene

Deputy Principal - Nigel Secondary School
☎ 0732017900

Miss A Gunpath

HOD - Nigel Secondary School
☎ 0813300832

Mrs R Sodoms

Logistics Manager - Bayer Crop Science
☎ 0113658673/ 0720559414

Mrs L Viviers

General Manager - Cape Quarter Lifestyle Village
☎ 0825669955

Ms Manini Moloji

Senior Administrator - Solly's Cars Nigel
☎ 0840801336

COVER LETTER

I recently relocated to Cape Town and looking to secure employment. As my CV will illustrate, I fulfilled a number of roles in Cape Town 2004 - 2013 and look forward to living and working in the Mother City once again.

The role as advertised, represents the perfect intersection between my skills as an effective communicator, my experience in the administrative and educational fields, and my innate passion for working with people.

I have over 14 years of working experience as a reservationist, administrator and office manager. Coupled with my experience as an educator, I believe that my unique skill-set will set me in good stead to be an asset to your company and your team.

In my previous roles, I have demonstrated a proficiency for research, the ability to work in a fast-paced and deadline-driven environment, and most importantly the ability to adapt to change. In an evolving work climate, I believe that these are some of the fundamental qualities of a successful and efficient employee.

I hold a national diploma in travel and tourism management and have completed the reservation systems course through Amadeus as well as a certificate in Early Childhood Development and have also completed a certificate in office administration. Obtaining these qualifications has not only given me a strong foundation from which to develop as a professional, but studying has also helped me to gain important character traits like tenacity, determination and an eagerness to continue to learn and grow.

As a single mother of a beautiful boy, it is my goal is to keep moving forward - to lead by example, be an effective nurturer and to show my son that life is an invaluable gift.

I look forward to discussing the role with you and hope that my application meets with a favorable response.