

## **ANASTASHIA MOODLEY**

**Mobile:** 0642173827    **Email:** [tash13@live.com](mailto:tash13@live.com)    **Address:** Roodepoort

### **KEY SKILLS**

- Excellent communication skills enabling vast experience in customer service & sales
- Excellent interpersonal skills ensuring effective interaction with internal/external stakeholders
- Enthusiastic, highly motivated and efficient
- Proficient in all MS Office software, SAP, ACCPAC, Editrack, CMS, JDE, DataCash system

### **PERSONAL PROFILE**

Being a friendly and open-minded person to work with, I consider myself to be efficient and trustworthy, and above all honest, reliable and punctual. Work well under pressure using it as a driving force. I enjoy working with people both within a team and individually. Have good interpersonal skills and computer literate. A good team player and self-motivated.

### **FURTHER EDUCATION**

- Langahead School Of Language - Qualified TEFL Teacher 2007
- Face To Beauty Academy -Diploma in Beauty Therapy & Make-Up Artist 2005-2007
- Ahmed Timol Secondary -Matric

### **EMPLOYMENT HISTORY**

**Project Executive , Philip Morris LTD , London UK**

**April 2018-May2019**

- Fully managing the UK & Ireland wholesale team's B2B processes including: Vendor set-up, raising and chasing approvals for POs, confirming goods receipt and ensuring timely vendor payments.
- Reporting directly to the BSM to ensure the smooth management of Accounts payable , timings & payments as a key support for all account managers
- Dealing with all traffic coming in from invoicing sent to workflow from Krakow and ensuring it is prioritised & scheduled appropriately and delivered on time.
- Working closely with finance , supply chain and account Managers to ensure priorities are communicated externally, and escalated internally to diffuse any issues or problems.
- Responsible for the overall invoicing and payment project timelines
- Leading the weekly accounts payable priorities meeting to ensure full visibility on work flows; and sharing weekly written summaries communicating project timelines to the rest of the organisation.
- Ensuring correct & accurate setup for all contracts on CMI , including accurate OMNIRIM numbers
- Sending out quarterly data pulled of Nielson reports and communicated to the entire business

**Commercial Coordinator , L'Oreal UK, London****March 2016 - April 2018**

- Daily sales monitoring, forecasting and budget, presented weekly to Sales Director
- NFL collation and content management.
- Pricing queries resolution
- Bespoke customer event booking and planning
- Setting up Trackers and maintaining them weekly showing the daily sales of live sku's.
- Manually raising, creating and amending pricing & Purchase orders on SAP
- Management & ordering of all NCO's for delivery to customer and supplier
- PO management and payment tracking.
- Competitor public domain reporting using Nielson
- Developing analysis on store performance, trending and profit to enable decision making by Senior Management
- Support national account managers for Sales and Marketing campaigns
- Completing promo plans and ready reckoners to agreed margin, pricing , period
- Being the point of contact for all ECOMM related queries as well as regular updating of ECOMM sales reports. Working closely with the Sales Director and leadership team on adhoc analysis to help drive business performance

**Supply Chain, Nars Cosmetics, London UK****Dec 2015- March 2016**

- Liaising with Suppliers/Vendors, RO's , Merchandisers and International accounts/ markets
- Setting up Trackers of orders for each season and management of trackers
- Manually raising, creating and amending Purchase orders on JDE system
- Daily updating on JDE, adding UPC's, running reports, fulfillment of stock and orders.

**International MA/Supply Chain - Clothing, Marks & Spencer, London UK****Nov 2013 – Dec 2015**

- Supporting the International Buying Unit and Merchandisers by taking products direct to vendor, factory to HUB & to International accounts.
- Liaising with Suppliers/Vendors, RO's , Merchandisers and International accounts / markets ensuring that accurate setup of vendor details, skus, po's raised for / through to fulfillment in DC
- Dealing with ER's & Reallocations on Editrack and SAP. Negotiating rates and lead times with the relevant RO's and DC's
- Managing 2 admin assistants, responsible for training, upskilling and mentoring
- Setting up Trackers of orders for each season and management of trackers
- Manually raising, creating and amending Purchase orders on SAP
- Daily updating on SAP, IRP, Contracts , Range planner & Editrack
- Adding UPC's, running reports, forecasting stock levels , pricing and fulfillment of stock.
- Weekly reports & stock update to the Business Unit

**Customer Service Executive, DataCash, MasterCard, Cape Town SA      Jan 2013 – June 2013**

- Receiving incidents/tickets on the Right Now system and responding within 24hrs
- Correctly setup all new account requests, including all 3DS setups (Fraud prevention)
- Liaising with Acquiring Banks, Support Desk, Account Managers and customers
- Ensure that all account activations, password resets and the addition of user preferences are done promptly and in line with company procedures
- Update Customer Database & Reporting while adhering to targeted internal and external SLAs
- Sales billing & invoicing, both weekly and monthly
- Apply the customer pricing, SLA documentation and commissions for Account Managers
- Weekly invoicing is submitted to Internal Finance
- Escalate delays or problems to Customer Services Team Lead
- Relevant weekly, monthly spreadsheets and ad-hoc tasks assigned by team leader/manager

**Sales administrator/back-up training coordinator, SAGE/VIP, Johannesburg      Jan 2011 –Oct 2012**

- Internal and external sales , meeting set targets and handling customer queries/complaints
- Daily sales on payslips including quoting, invoicing and dispatching of Pastel and SAGE software solutions
- Systems used – ACCPAC & CRM
- Daily management of attendance registers and training reception
- First point of contact for delegates attending training
- Assisting with all training coordination and administration duties
- Responsible for all payslip and software solutions services including issuing of credit notes to customers
- Responsible for staff leave management on (ESS)
- Liaising with the accounts department regarding customer queries
- Event coordinating and organising
- Arrangement/preparation of stock documentation for courier collection
- Responsible for daily/weekly/monthly payslip stock control
- Organising maintenance of all PCs and electronic equipment used by consultants/managers
- Fault logging within Softline facilities including parking and access arrangements/tags

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Customer Service Rep and Administrator for Mazda, Avarto, London UK	Jan 2009- Aug 2010
Receptionist/Administration Officer, TND Consulting, Johannesburg SA	2006 - 2008
Legal Officer, Credit Control, Home Loans, Standard Bank SA Ltd, Johannesburg	2001– 2006

**References available on request**