

MELANIE STEFFENS

Veterinary Receptionist



About Me

I'm Melanie, 23 years old, a motivated and committed individual with a strong work ethic and a genuine love for working with people and children. I thrive in team environments, enjoy learning new skills, and always bring a positive and enthusiastic attitude to everything I do.

Contact Me

- 071-612-8508
- melaniesteffens001@gmail.com
- Waverly, Pretoria
Code B License / Own
-

Education

- ◆ 2016-2020
National Senior Certificate
- ◆ 2020-2021
Drama Classes with Isak Davel
- ◆ 2020-2022
Model at Figure Model Finesses International

Work Experience

- ◆ Noag seDierekliniek
Veterinary Front Desk Receptionist
June 2024 - June 2025
- ◆ Triogen Life
Sales
January 2024 - February 2024
- ◆ Apbco Brokers
Brokers Assistant
August 2023 - February 2024
- ◆ Planet Fitness
Receptionist
December 2022 - July 2023
- ◆ Medimerchant
Medical Equipment Assistant
January 2022 - March 2022
February 2024 - May 2024

Skills

- Communication - Excellent
- Computer Literate
- Attention to Detail Fast
- Leaner Problem-solving
-

Education:

Qualification: National Senior Certificate

Subjects Completed:

- Afrikaans Home Language
- Engels first additional Language
- Mathematics Literature
- Life science
- Business Studies
- Hospitality
- Tourism

Activities: Sport

- Athletics 2020
- Cricket girls 2016-2020
- Hockey 2016-2017

Activities: Cultural

- Musical Cast member 2016, 2018, 2020
- Loom: Textbook Assistant 2017 - 2020

Other Qualifications Obtained:

- Drama classes with Izak Davel 2020 -2021
- Modeling at Figures Model Finesses International 2020 - 2022
- Northernns Hockey coaching Level O

Employment History:

Noag se Dierekliniek

Duties:

- Open the practice in the morning
- Customer service
- Answer calls and emails
- Schedule appointments
- Sales
- Placing orders
- Handle customer complaints
- Keep the reception area clean and tidy
- Cash-up
- Admit patients for procedures
- Register new clients and update client information

Employment History:

APBCO Brokers

Duties:

- Answering telephones
- Customer service
- Assisting and resolving queries
- Internal marketing
- Insurance quotations
- Administration
- Cold calling

Triogen Life:

Duties:

- Lead Generation
- Cold Calling
- Sales (Inbound and Outbound)

Planet Fitness

Duties:

- Answer telephones and manage customer inquiries.
- Efficiently assist and resolve queries.
- Greet members and provide access.
- Ensure reception is managed effectively and efficiently.
- Provide members with a positive first impression.
- Superior communication skills are required.

Medimerchant

Duties:

- Preparing medical equipment
- Disinfecting medical equipment

References:

Noag se Direklinik: DR Vickey Louw 079 024 4189

Triogen Life: Div Roos 083 277 7219

APBCO Brokers: Lené Henning 068 302 0434

Planet Fitness: Candice Aulsert 071 267 7582

Medimerchant: Johan Brits 082 969 5047