



# JOANNE CLEARY

## Summary

I am a warm, enthusiastic, creative, diligent, meticulous, and Customer Service orientated individual with strong communication and relationship-building skills.

I have many years of experience working in the Financial Industry, which includes experience at a Leadership level. Most of these positions included data entry where honesty, accuracy, compliance, and problem-solving were an absolute must / non-negotiable.

The Quality Management position included analyzing, identifying, recommending, and developing ways of improving processes to enhance and measure Customer Service.

I also strongly believe that "You must do the things you think you cannot do" - Eleanor Roosevelt.

## Education

Higher Certificate in Marketing Practice  
Boston City Campus | 2019 – 2020  
Graduated Cum Laude

## Languages

English

Afrikaans

📞 0847980087

✉️ joanne.cleary170@gmail.com

📍 Halfway Gardens, Midrand

## Work Experience

### Marketing and Sales consultant

Digital Gem (Co-ownership) 2020 - 2022

- Setting up and meeting with potential customers to convert to Sales.
- Researching potential customers' needs and requirements via their website and social media platforms.
- Customer communication.
- Creating Facebook and Instagram posts, banners, videos, and customer presentations using Canva (I am very fond of using Canva)
- Facebook Maintenance.
- Analyzing, checking, and testing websites, and social media posts.

### Assistant Internship

Property.co.za January to February 2020

- A 'Work Integrated Learning' module requirement
- Cold calling and setting up appointments
- Set up a Valentine's campaign using CRM

### Half-day Admin and Marketing assistant

Medehealth 2013 to 2014

- Greeting and attending to visitors
- Admin, invoicing, sending statements, credit control
- Data capturing, filing, answering phones, and message taking
- Stock control and checking orders before DHL collection
- Rep and agent management, collection of cash and invoices
- Ordering stationary and other supplies
- Resolving supplier and customer queries telephonically and via email
- Assisting Manager with Sales and Marketing

### Standard Bank employment

2003 to 2012

- Internet and General Banking Inbound consultant
- Internet and General Banking Email consultant (Created email templates for colleagues to use)
- Personnel Administration Officer
- Quality Assurance and Quality Management Consultant (Ranked 'A' performer then promoted from Grade 8 to 9 - Team leader level)
- Selected by Management to serve on the Culture Creation committee.