



MARISHA VILJOEN

OFFICE AND FINANCIAL ADMINISTRATOR

A disciplined professional who thrives on structure and efficiency,
Yet firmly believes that life unfolds beyond the desk.
Ideally seeking inspiration and balance somewhere in the mountains.

EDUCATION

Hospitality Management Diploma, 2013


Chef and Hospitality Management Diploma, 2012

ADMINISTRATIVE

- Website administration, maintenance, and management
- Management of website stock levels and pricing
- Content creation
- Social media marketing
- Advertising and posting of new job vacancies
- Email marketing campaign management using Mailchimp
- Management of various mailboxes
- Oversight and optimization of Google Ads budgets
- Management and response to online support chats
- Processing of online sales, including purchase orders and goods received vouchers (GRVs)
- Sales and customer support for ESET products, along with account management and support for Microsoft 365
- Demonstration and installation of inkjet printers, including the creation of print samples for clients

FINANCIAL

- Monitor customer accounts to ensure timely payment of outstanding invoices
- Overdue payments follow-ups through various communication methods
- Maintain accurate records of all collection activities and update financial systems accordingly
- Payment allocations
- Investigate and resolve financial queries
- Prepare and distribute regular statements and aged debt reports
- Work closely with sales and customer service teams to resolve disputes and encourage prompt payment
- Recommend accounts for legal action where necessary
- Reconcile of customer accounts

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INFORMATION

Date of birth: 10 August 1991

Nationality: South African

LANGUAGES

- Afrikaans
- English