

# Sarah Pearl Burger

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## Brief overview

My most recent position as a specialist medical recruitment consultant at PP&R allowed me to interact with professionals (primarily pharmacists and medical doctors). As my knowledge grew in the niche pharmaceutical recruitment sector so did my confidence grow and the relationships with our clients, which resulted in my desk generating good and steady income for the business.

Approximately a year and a half after joining PP&R I embarked upon the journey to obtain my LLB degree. The prospect of studying was thrilling and the length of time it would take to obtain was not initially an onerous thought, even though prior to registration, a fresh LLB graduate had warned me of the volume of work and reading. I remained undeterred. My devotion to completion of the degree within a reasonable time frame eventually lead to me resigning from my position at PP&R to complete my studies full time after 4 years 8 months of good service.

The years preceding these events were mainly sales orientated and a period of time working in the UK.

Some of my interests include mountain biking, hiking, gardening and cooking.

## Education

### Matric 2012

Post-school, privately obtained

### Bachelor of Laws | 2013-2018 | University of South Africa

Electives: Environmental Law; Private International Law and Conveyancing

## **Work experience:**

**October 2011 – June 2016**

**Personnel Placements & Requirements, Wynberg, Cape Town**

**Senior Recruiter | March 2014 – June 2016**

**Recruitment Specialist (pharmaceutical) |**

**21<sup>st</sup> October 2011 – February 2014**

Personnel Placements & Requirements offers a niche pharmaceutical staffing solution. Excellent reputation with clients in the pharmaceutical industry. I primarily placed Pharmacists into senior/lateral and junior/entry level positions (into pharmaceutical manufacturing (QA/QC and production), regulatory affairs, distribution, managed healthcare) and medical doctors into managed healthcare.

### Duties as a recruitment specialist included:

- Regular canvassing for new clients in the pharmaceutical industry.
- Conduct competency based interviews.
- Type CV's and align to standard format of the company.
- Promote excellent talent (pharmacist and doctors) to existing clients.
- Courtesy visits to existing clients in Cape Town and Johannesburg.
- Conduct regular follow up calls on placements to clients and candidates to ensure the correct match has been made, and make digital notes on incumbent's progress for three months.
- Compile confidential reference checks, ITC checks and Criminal Fingerprint Verification Checks nationally.
- Involved in salary negotiations (counter-offers) on behalf of the candidate
- Build and maintain lasting professional relationships with candidates and clients.
- Place advertisements for opportunities on the internet on various social media portals.
- Conflict resolution.
- Work on temporary assignments, contracts and permanent placements.
- Conduct the full recruitment process: interviewing candidates; ensure requests submitted for supporting educational and other documents/declarations; prepare, check, and submit CV; follow up with client, arrange and set-up interviews; mail out directions and tips for the interview process; follow up with candidates and clients for feedback on interviews; extend offers of employment; conduct requisite checks (ITC/reference checks etc.); follow ups with candidate and client for first three months of employ (not exhaustive).
- Became an APSO certified recruiter.

### Additional duties as a Senior Recruitment Specialist:

- Set the example to other recruitment specialists on achieving optimal placements per desk.
- Ensure that CVs of candidates submitted to our recruitment firm were interviewed and submitted to available opportunities soonest.
- Provision of support to team of recruiters in cases of conflict management or even suitability of candidates for roles/general advice on how to approach objections.
- Motivate colleagues to dig deeper (in terms of staying motivated when faced with rejection and making solid placements where the client is happy and the candidate wants the position).
- Be available to assist with typing emails to clients to 'close the deal' or create opportunities for fresh submission of CVs.

**Short-term positions: May 2010 – October 2011**  
**Poetry, Canal Walk (retail);**  
**British Nursing Association**  
**(Temporary staffing in the United Kingdom)**  
**Speak Up Communications**  
**(Online casino) |**

**Customer Reception Advisor**  
**Bupa (private medical insurance), United Kingdom**  
**April 2009 – March 2010**

- Answer and redirect calls in the customer reception centre for potential and existing clients to the relevant department.
- Update and capture information of new and potential clients to be quoted by the sales team.
- Book outside appointments for insurance field advisers/brokers.
- Assist with resolving queries and directing complaints to appropriate level of management.

**January 2007 – January 2009**  
**Retail Manageress**  
**Experilab, Canal Walk**

- Stock monitoring and replenishment (ordering).
- Liaise on prices for new stock purchases from all suppliers.
- Involved with interviewing new staff, hiring and disciplinary action.
- Research new products on the market to add to the store. Attend toy trade show in Hong Kong and annual trade exhibition in Johannesburg (SARCDA).
- Drive sales through targets. Ensure temporary workers and permanent staff have good product knowledge and create promotions for slow moving stock.
- Hold meetings on a regular basis to discuss client service and sales.
- Train and supervise sales staff on sales and demonstration of products.
- Ensure shop was fully stocked and had a good visual layout.
- Resolve client queries and complaints.
- Communications with company owner on progress with weekly sales report and suggestions.
- Make cash on delivery payments for new products delivered.
- Pay wages to casual staff from petty cash and monthly EFT payments for wages to permanent staff members.

**November 2005 – December 2006**  
**Restaurant Manageress**  
**Mugg & Bean, Canal Walk**

**January 2001–October 2005**  
**Mugg & Bean, Canal Walk**  
**Waitron**

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