



Eleanor Swanepoel

BUSINESS MANAGER



STRATEGIC LEADERSHIP



STAKEHOLDER ENGAGEMENT



CHANGE MANAGEMENT

“My mission is to facilitate seamless growth at SurePact, focusing on governance and corporate functions.”

Eleanor is a motivated and proactive leader with more than ten years' experience establishing and supporting critical corporate functions and processes for start-up and scale-up businesses across a diverse range of industries.

CONTACT

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EDUCATION

Bachelor of Biomedical Science
University of Newcastle, NSW

EXPERTISE

- Administrative excellence
- Company process and strategy implementation
- Critical thinker with excellent problem-solving capabilities
- Efficient management of cross-functional priorities
- Thrives multi-tasking in fast-paced and challenging environments
- Exceptional attention to detail resulting in optimal delivery

EXPERIENCE

SUREPACT

Business Manager

March 2021 – Current

- Deliver corporate growth strategy and organisational change management
- Support Founder and CEO during growth phase

- Governance responsibilities:
 - » Establish company structures, systems, policies and procedures
 - » Board and Executive reporting
- People and culture responsibilities:
 - » Coordinate the company HR process - recruitment, onboarding, induction and training
 - » Develop frameworks for the HR process

TELSTRA

Team Leader, nbn Activations Complaints

May 2020 – November 2020

- Drove team performance across productivity, quality, and customer satisfaction metrics
- Overcame significant management challenges in team set-up:
 - » Complex work type performed by untenured casual workforce
 - » Expediated training and induction plan

- » National, remote working team members
- » Implementation of a new CRM
- Handled escalated customer calls and approvals
- Reduced complaint backlog to lower than pre-COVID-19 volumes

PART-TIME PERSONAL ASSISTANTS (South Africa)

Founder and Managing Director

December 2009 – November 2019

- Provided personal and business administration services to 30-40 clients across multiple industries
- Established and supported critical corporate functions and processes for start-up and scale-up businesses

GREEN GREEN GRASS (South Africa)

Business Co-owner and Administration Manager

May 2009 – November 2019

- Administrative and financial management