

Gugu Mahlangu
CURRICULUM VITAE

2261 Rev. Rambau Street. Mahube Valley, Ext. 1 Pretoria 0122
T: 0832903191 / 0826887021 e: gugupm@hotmail.com

PERSONAL DETAILS

Date of birth	1985 July 29
Nationality	South African
Race	African
Native Language	IsiZulu
Other languages	English, Xhosa, IsiNdebele, Tshwana
Gender	Female
Marital Status	Married
Driver's License	Code 10

EDUCATION

QUALIFICATION	INSTITUTION	YEAR OF COMPLETION
Hon. Degree (Social work)	UNISA	2016
End-User computing	Bonalisedi Computer college	2019
BA Psychology	UNISA	3 rd year (Current)
Assessor	J and N Ikwewe yokusa	Nov 2019
Invigilator	Triple E	2018
Business Report writing	Camblish Training Institute	Sept. 2016
HIV/Aids care and counselling	UNISA	June 2014
Microsoft Excel Intermediate	Bytes Solution	May 2012
Facilitator (Train the trainer)	ETDP Seta	April 2009
Ancillary Health Care	HW Seta	Sept 2008
Computer Skills	World Changers Academy	2004
Grade 12	Siyjabula High School	2003

AWARDS & RECOGNITIONS

The Department Trainer	Church World Service-RSC	2023
Transparency Champion certificate	Church World Service-RSC	2024

EXPERIENCE AND SKILLS SUMMARY

I have over 5 years of diverse working experience, during which I have developed the following skills:

- **Training-** Coordinated/Facilitated trainings and presentation of different skills programs and qualifications (GBV, Mental Health care (EWP), Leadership skills, HIV/Aids, Community Development, Employee / staff Development, computer skills and many others).
- **Administration and Project coordinating Skills-** experience as Sales admin, Training Admin and HR Admin skills. Students orientation, Training program follow up, prepare workshops material, develop quality management system (QMS) for training purposes.
- **Counselling & statutory skills** – I have been involved in extensive counselling to clients, Children Court work, Social Auxiliary supervision, foster care. Also have recently acquired a skill in conducting interviews to applicants of different nationalities under US Refugee admission program.

I also have the following key personal attributes:

- **Problem solving** - very strong analytical skill and the ability to deal with people in both a group setting and individually.
- **Time management** - excellent time management and the capacity to achieve quality output in short time frames. I achieve what I set out to do;
- **Leadership** – I have the ability to lead by example with an ability to motivate.
- **Hobbies** - Dancing, singing

WORK EXPERIENCE SUMMARY

Organization	Position	Year
Church World Service-RSC	Senior Case worker	June 2021 – June 2024
Stanza Bopape Dev. Centre.	Projects Manager	April 2019 - May 2021
Stanza Bopape Dev. Centre.	Training Facilitator	Aug 2018 – March 2019
Child Welfare Magaliesburg	Social Work Supervisor	July 2017 – August 2018
Dept of Social Development	Social worker	Feb September 2016
SAGE HR and Payroll	Consulting Coordinator	March 2015 – July 2015
SA Home Loans	Litigation Support & Sales Admin	Nov 2011 – Feb 2015
Caprisa Ethekwini Clinic	Administrator	Aug – October 2011
World Changers Academy	Facilitator , Follow up programs Manager & later HR Assistance	Apr 2009 – Dec 2010
Isikebhe Communication	PA	Jun 2008 – Jan 2009

Isibani Skills Academy	Training Administrator	Jun 2008 – Jan 2009
New Age Strategies	Training Administrator	June 2007 – May 2008
Hillcrest Aids Centre	Respite Unit Supervisor (HIV/Aids, Cancer & TB Patients)	Aug 2006 – Nov 2006
Light Providers	Training Facilitator and Recreation supervisor	Feb 2004 – April 2006

WORK EXPERIENCE DETAILS

1. **Church World Service – RSC (Martha Matia - +27 76 972 7137)**

- Primarily conducts the Pre-Screening counselling, per the daily minimums set by Field Team Management.
- Travels throughout Sub-Saharan Africa to conduct resettlement counselling with refugee applicants, collecting biographical information and establishing refugee claims, in a dignified and professional manner.
- Runs Quality Check reports to ensure complete and accurate files and correct processing errors prior to USCIS adjudication.
- Identify and review cases pending Pre-screening and USCIS interviews in preparation for scheduling, generate full reports for refugee/partner notification, ensures that the reports are centrally filed for easy retrieval, and updates WRAPS accordingly.
- Prepares cases for CIS, including reviewing physical and WRAPS files and constituting physical files.
- Compliance and Liaising with partner organisations for missions - CRs
- Training of RSC staff, Leading RSC missions for RSC Staff deployed to different countries within Africa. Report writing and sending proposals to partners.
- Pre and post reviewing of refugee cases in order that they are ready for resettlement.

2. **Stanza Community Development Centre (Amcey Sibaka – 079 320 4768)**

- Development, Compliance and Management of programs and project plans
- Reporting and presentations to the board of directors, potential funders and the community
- Compliance of the entire organisation
- Facilitating and coordinating End user Computing Training
- Managing the day to day administration of the trainings
- Monthly Report writing to the centre manager
- Attending to the reception desk whenever necessary
- skills program training

3. **Child Welfare Magaliesburg (Busisiwe Hlongwa – 0782497471)**

- Ensuring social work services with regards to protection, support, care and development of vulnerable children
- Programs such as parenting skills can children life skills

- Counselling services, Mediation, family reconstruction, behaviour modification of children - Supervision of employees, volunteers and partnered organisations.
- Project Management and Office management
- Liaise with other organisation in the community and strengthening working relationships.
- Report writing to the board of directors and affiliates Child Welfare South Africa head office

4. Department of Social Development (Neo Kgake 0128157514, +27727148971)

- Group work and training
- Statutory work
- Intake work and counselling
- All administration work to the Supervisor
- Answering phone calls
- Report writing
- Assisting with minutes during clients visitations

5. SAGE HR and Pay roll (Ingrid Shabalala 0736 6 17182 / 01242046 06)

- Financial report to the credit department
- Go through all pending tasks in my team and allocate to the correct Team.
- Check new cases that have been logged & on unallocated and do the necessary scheduling - Check which cases are on hold for the week (outstanding accounts) - Booking of Consultation with the technical support team.
- Invoices all Travel Claims
- Approving of leaves of all the team

6. SA Home loans

a) Litigation Admin (Durban Head Office - Nirvana Singh 031 560 5300)

- To provide administrative assistance to the Support Paralegal Consultant in respect of preparing legal instructions for the attorney to commence with foreclosure proceedings
- Request documentation from metro filer and posting security documents to the Attorneys
- Instructing of valuation reports from the valuation's department and data storing
- Ensuring that the attorney's foreclosure reports are received within 48 hours of transmission thereof and updating the sequestration reports.
- Attending to the commissioning of affidavits, Printing and saving ITC whenever required
- Communicating with Clients whenever a valuation report is to be provided
- Requesting of Valuation report and ensuring of new valuations are saved in Data store

b) Sales Admin (Pretoria Branch – Sina Maila 078 800 4646)

- Print Broker Prospect reports and Capturing of complete application on Halo from ITC stage
- Sending additional documents to the categorizer
- Check client's applications if meets credit criteria and forward to New Business. follow up with New Business & Valuations team
- Record client applications on tracking sheet.

- Print Letter of Acceptance and advise consultant.
- In consultant's absence, contact client.
- Assist consultant with queries and Handle Resubmissions queries.

7. Caprisa Ethekwini Clinic (Gloria Ntanjana – 0312601961)

- Filing system, typing, Stock control and invoice administration

8. World Changers Academy (Joe White – 0317691260 - 0731981162)

- Arranging interviews for post-World Changers Academy students
- Liaising with business companies for job creation and employment opportunities for post students
- Office Administration work, Data collection and Management of staff in my department
- Weekly Report writing and presentation to the CEO and Management team
- Students career advisor and Assisting with staff orientation
- Leadership training Facilitator for post students and staff recruitment for the Follow up Department

9. Isikebhe Communications (Mr Sincuba – 0313043548)

- Organize a range of marketing and communication of video production, promotions, brochures, radio commercial, newspapers, television and many other marketing options suitable for our clients.
- Making of quotations for the advert and invoicing the clients
- Booking Airtime to radio stations as requested by the client and Co-ordinate an event through radio.
- Keeping all Finances records Such as order numbers, invoices for the work done

10. Isibani Skills Academy (Ayanda Khuzwayo Langa 0313041239 / 0827104165)

- booking of training venues, catering and Manage the recruitment and registration of learners - Administer petty cash and Minutes taking.
- Ensure that learner-ships agreements and contracts of employment are signed
- Design and carry out the marketing for learning program
- Organize and facilitate staff meetings on Mondays and when necessary - Communicate with relevant Seta's and other stake holders
- Assist in the improvement of Quality Management Systems.

11. New Age Strategies (Mr. D Naicker 084 585 6908 – 031 305 6476)

- All training administration and office management duties
- registration of learners and patty cash handling
- preparing workshop Training material

12. Hillcrest Aids Centre (Respite Unit Marry-Ann – 0317654868)

(A) Patient's care including

- Wounds dressing and bed bathing and managing patients data base
- Treatment supporter, mentoring healthcare workers in the field
- Food feeding schemes, Community involvement to health related issues

(b) Administration

- Handling of Patty Cash
- Informing funeral parlors (undertakers) of the patient's death and Communicating with the deceased family
- Issuing out of death details of the patient and Keeping confidentiality of patient's death.
- Transferring patients for further check ups
- Reviewing of patient's progress and report to the Manager for preferable treatment.
- Arranging meetings with the Respite Unit's staff members/ Home based Care workers.

(C.)Home visiting

- Visiting households infected and affected with HIV/AIDS
- To provide training and support to lay counselors and community health workers (CHWs - Advising the patient and the household on how to take medication.

13. Light Providers (Vusi Kweyama 0317779671)

- Typing, Filing and learner registrations and Secretary work of the organization
- Coordinating Trainings and typing of minutes of the meetings
- Assisting with liberally work
- Recreational coordinator
- Organizing events meeting and participants for performing art
- Report writing to the CEO
- Secretary to Board of Directors meetings

REFERENCE

1. Martha Martia (Church World Service -RSC – Supervisor) +27 76 972 7137
marthematia@yahoo.com
2. Angelique McAdams (Child Welfare South Africa –Chairperson) +27833251013
angeliquemcadams@gmail.com
3. Amcey Sibaka – (Manager- Stanza Bopape Community Development) - 0793204768
amcey.sebaka@gmail.com