



# ZODWA MABIYELA

A motivated professional with over 10 years experience successfully providing administrative and secretarial support to the operational department. Experienced in community work/ development. Proficient in a range of customer service skills. Proven ability to efficiently plan and manage multiple assignments to meet deadlines. A proactive problem solver who gets the job done. I would like to establish myself in a dynamic environment, and to furthermore find synergy with a motivated, organized and secure company that is interested in growing, developing leaders and make measurable differences in employees careers.

## CONTACT

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## KEY COMPETENCIES

- Microsoft Office Suite
- Critical thinking
- Community & Youth Development
- Communication
- Leadership
- Teamwork
- Time management
- Technological skills
- Conflict resolution
- Administration
- Strong emotional intelligence
- Customer service

## EDUCATION & CERTIFICATIONS

UNISA | 2021- Current  
Correctional Management

Lux College (Higher Certificate): 2014- 2015  
Social Auxiliary Work

Athlone Girls High School: 2011  
Grade 12: NSC

## REFERENCES

Available Upon Request

## EXPERIENCE

### Thuto Ke Lesedi | Jul 2023- Current

#### Office Administrator

- Perform a variety of clerical duties
- Perform reception duties (Meet and greet)
- Capturing of information electronically
- Compilation of daily, weekly, monthly, quarterly statistics and provide assistance to the Manager
- Ensure accurate daily data capturing and consolidation for designated service point

### Abraham Kriel Bambanani | Feb 2022- June 2023

#### Help Desk Officer

- Respond to customer inquiries through email, phone, and the service portal.
- Triage and solve the assigned requests according to the service desk's standard operating procedure.
- Ensure Service Level Agreements (SLAs) are met to maintain high-quality service.
- Escalate issues as needed.
- Perform administrative duties if needed

### Siyanakekela / We Care | Jun 2016- Jan 2020

#### Social Auxiliary Worker

- Supervising and Mentoring
- Organizing community engagements ( HIV Prevention programmes, GBV, Family intervention, youth programmes)
- Poverty Alleviation Programmes
- Conduct school and Home visits
- Reporting (Compiling of Weekly, Monthly and quarterly reports)

### Medecins Sans Frontieres | Feb 2016 - Apr 2016

#### Resources Intern

- Client Services
- Front desk clerk
- Data capturing
- Scheduling and reporting