

# Zonke Matyolo

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## Personal Details

- Phone : 0766186898/0780811212
- Email : thalandazonke05@gmail.com
- Address : 6903 SureBoy  
Dali Street  
Samora Macheal  
Cape Town  
7785
- Date of Birth : 12/09/1982
- Marital Status : Single
- Nationality : South African
- Religion : Christian
- Driving Licence : Code B
- Race : African
- Gender : Female
- Criminal Record : None

## Experience

- **Multifunctional Consultant** 01 June 2016 - 28 September 2023  
Nedbank
  - > Solve client queries that include bank statements scrutinisation.
  - > For identification purposes enroll clients on biometrics before assisting with: Cash deposits and withdrawals, Cheque deposits and Cheque encashment. Placing notices of withdrawals, Card renewal and replacement, opening new transaction account and maintenance of account.
  - > Scrutinise documents for Death claims.
  - > Receive cash from SBV as a treasury custodian.
  - > Monitor compliance on other tellers.
  - > Sell and introduce Nedbank products to clients.
  - > Monitor and Manage Atm Queue on busy days
  - > Open new transactional and investment accounts, personal loans, credit cards funeral Policies, check and validate application documents.
  - > Collate and Compile afternoon reports.
  - > Conduct Morning meetings when appointed to, do presentation to other staff about Nedbank products to strengthen their knowledge .
  - > Organise appointments with External stake holders with the aim to service them and do presentation.
  - > Attend societal gatherings organised by Municipality and present Nedbank products.
- **HR Admin Clerk & Procurement Clerk (Volunteer)** 05 March 2016 - 10 April 2017  
Department of Social Development  
HR ADMIN CLERK DUTIES:
  - > Attend to clients and Provide administrative services.
  - > Perform clerical duties such as photocopying, faxing documents, place orders of office stationary .
  - > Receive and warmly attend to clients visiting the institution/ office and direct them to their destination.
  - > Answering and screen phone calls and refer to relevant offices/members.
  - > Receive and register hand-delivered mail/file and handle incoming and outgoing correspondence
  - > Keep and maintain attendance register of the office
  - > Keep and maintain personnel records of the office
  - > Update registers manually and electronically
  - > Assist in recruitment and selection processes.
  - > Keep track of the finances in the component, Capture and update expenditure in Component.
  - > Render an effective filing and record management service for the Component.
  - > Opening and Closing of files accordingly.
  - > Electronically and Manually file the documents.

- > Keep and maintain the incoming and outgoing document register of the office.
- > Keep a daily record of the number of letters franked.

PROCUREMENT DUTIES:

- > Liaise with internal and external stakeholders in relation to procurement of goods and services.
- > Do selection of Suppliers
- > Send quotes to Suppliers
- > Obtain written quotes from suppliers
- > Scrutinise the accuracy, completeness and compliance of quotes received.
- > Accurately complete forms for the procurement of goods and services.
- > Do memorandum for procurement of goods and services.
- > Administer the procurement of Goods and services of the office (Cleaning, Security and, furniture, office stationary)
- > Complete the requisition form sign it and have it approved by an authorized signatory in terms of departmental delegation and Capture it on SDIMS
- > Submit all documents to budget system to confirm availability of funds and have expenditure approved.
- > Submit documents to stores to generate an order.
- > Arrange travelling and accommodation
- > Check correctness and subsistence on S&T claims of officials and submit to the authorised member for approval.

• **HR Admin Clerk (Trainee)**

10 May 2014 - 28 June 2015

Education

HR ADMIN CLERK: DUTIES

- > Process Human Resource Provisioning Services.
- > Assist in advertising of positions, recruitment, selection and filling of positions.
- > Assist with the process of validation of qualifications.
- > Coordinate various HR meetings.
- > Assist in Basic knowledge of skills development and coordination of training matter.
- > Capturing leaves and do leave audits.
- > Basic knowledge and Procedure on incapacity Leave and ill-health retirement (PILIR).
- > Control attendance registers of all staff in the Institution. Operate office machines in relation to the registry functions. Perform retrieval and disposal of records accordingly.
- > Ensure correct placement of staff and updating of establishment of PERSAL.

**Education**

Course / Degree	School / University	Grade / Score	Year
Senior Certificate	KSD FET College	Grade 12	July 2007
Public Management	Walter Sisulu University of Technology	National Diploma	10 May 2013

**Skills**

- 1. Written and Verbal communication skills 2. Report writing skills 3. Planning and Organising skills 4. Presentation skills 5. Interpersonal skills 6. Introduction to PERSAL 7. Time management skills 8. Negotiation skills 9. Client centered 10. Computer literacy

**Reference**

- **Zanele Magwentshu - Nedbank**  
Team Leader Client Services  
Ndutywatlcs@nedbank.co.za  
0764824832/0102374950
- **Senele Wendy Ngculu - Department of Social Development**  
HR Manager  
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- **Molly Masebeni - Education**  
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