



Phumzile Mbatha

Curriculum Vitae (CV)

What job i'm looking for? My positive points

Personal Assistant, Administrator, Receptionist, Switchboard Operator, Training Coordinator, Seta Projects and Systems Administrator

I am a self-motivated, goal driven and a hardworking individual who is able to multi task effectively and professionally. I have good communication and organisational skills. I am creative and am able to meet deadlines. I strive to be the best at whatever I do, with believing that nothing is impossible to achieve. I manage my time well and manage the tasks assigned to me timeously and provide regular feedback. I am always ready to assist and am happy to extend myself beyond my area of responsibility. I treat everyone with respect and empathy. I adapt easily to change and make the necessary adjustments to processes where needed. I work well in a team and communicate well with all levels of the organisation and create long lasting relationships. I pride myself on the fact that I always act with integrity and maintain the confidentiality that is expected of me and stay true to my morals and values. I am proactive and solutions orientated and act promptly when faced with a challenge. I am responsible and take accountability for what is assigned to me and work with tenacity to achieve all my objectives.

Preferred occupation	Administrators Administrative jobs
Preferred work location	East Rand Gauteng Johannesburg Gauteng

Contacts and general information about me

Gender	Female
Residential location	East Rand Gauteng
Telephone number	<i>Information is available only for registered users.</i> Sign in
Email address	<i>Information is available only for registered users.</i> Sign in

Work experience

Working period **nuo 2017.04 iki 2018.09**

Company name TISO BLACKSTAR GROUP

You were working at: Personal assistant

Occupation Personal Assistant to Head of Human Resources

What you did at this job position? Acting as first point of contact; often controlling access to manager's office, dealing with correspondence and walk in visitors ● Ensure management of manager's diary by setting up meetings, checking conflicting meeting and communicating with all stakeholders. Plan for meetings by booking parking, meeting rooms via on board TBG system, meet and greet manager's guests. Prepare for meetings by setting up meeting rooms, ordering refreshments, preparing and distributing agendas to best facilitate a smooth meeting. Take meeting minutes or record meetings as needed, type minutes and distribute to the manager and ultimately distribution list within appropriate time frame ● Screening of manager's telephone calls, flagging important related matters that require manager's urgent attention; ● Travel co-ordination of all local and international travel, i.e. booking of all flights, accommodation and car hire; ● Assisting with all admin related duties for manager: preparing managers expense claims; ● Make manager aware of pending approvals and follow up daily, Manage adhoc projects ● Assist manager with new processes and implementation thereof; ● Assist the manager with administrative functions such as document preparation, setting up presentations, creating or maintaining worksheets and other related administrative functions. ● Assisting manager with personal errands daily; Office administration: ● Planning and organising departmental events and training, boardroom bookings and refreshments ● Assisting Human Resources team including two HRBP's as and when required; ● Preparing of weekly agenda for staff meeting, typing and distribution of minutes; ● Submitting of personal expense claims for Human Resources team; ● Investigate customer complaints and non-conformance issues; ● Manage and issue office equipment, order stationery HR administration: ● Receive employment applications and arrange interviews, prepare regret letters ● Custodian of keys to the group's staff personal files storeroom ● Typing of documents and reports ● Manage and keep up to date filing system for manager's office ● Ensuring staff files are always up to date, with regards to any changes with personal details, training, employee contracts, addendums etc. ● Manage communication by answering and screening telephone calls and emails, making calls, manage voicemails to support the manager and department as far as possible ● Consistently deal with all correspondence and communication with confidentiality and in line with the TBG and managers values maintaining integrity of manager and self Training: ● Identify training needs and organize training interventions to meet quality standards, ensuring the training processes is maintained and continually improved; ● Coordinate communication with external parties on matters relating to Training ● Collate and compile reporting data for the SETA and reporting to management ● Coordinate and support on-site training conducted by external providers; ● Manage and keep up-to-date filing of all training information

Working period **nuo 2004.06 iki 2017.01**

Company name TISO BLACKSTAR GROUP

You were working at:	Personal assistant
Occupation	PA/Training Co-ordinator and Administrator to HOP Learning & Development
What you did at this job position?	<ul style="list-style-type: none"> ● Acting as the first point of contact for the training department, often attending to a high volume of training queries and second in charge when manager is not available often having to take initiative and make decisions regarding the training department ● Consolidating required information for manager as agreed (ensure these are added in related contracts where necessary where support by the graduate trainees is required with relevant measures) ● Make manager aware of pending approvals and follow up daily ● Deliver results by managing time and manager's time effectively and aligning with manager's targets and deadlines in order to contribute to TBG principles ● Manage manager's diary by setting up meetings, communicating with all stakeholders. Book parking, meeting rooms via on board TBG system, setting up meeting rooms, ordering refreshments, preparing and distributing agendas to best facilitate a smooth meeting. Take or record minutes as needed, type minutes and distribute to the manager and ultimately distribution list within appropriate time frame ● Assist the manager with administrative functions such as document preparation, setting up presentations, creating or maintaining worksheets and other related administrative functions. ● Manage communication by answering and screening telephone calls and emails, making calls, manage voicemails to support the manager and department as far as possible ● Consistently deal with all correspondence and communication with confidentiality and in line with the TBG and managers values maintaining integrity of manager and self ● Take decisions on manager's behalf saving her time for important issues. Financial Administration ● Take responsibility for departmental accounts by following the TBG accounting process from receiving a request for goods to, receiving invoices, check if they comply with VAT requirements & submit to finance for payment Completing of purchase requisitions on behalf of manager and staff on a daily basis Create spreadsheets and capturing of invoices for contractor salary payments, stipends and miscellaneous items on a daily basis Managing and preparing quarterly expenditure reports for all training and submit to manager for approval ● Maintaining of training welfare and training entertainment budget and communicate the status quarterly ● Apply cost effectiveness principles in everyday delivery to contribute to achievement of departmental financial targets ● Deliver results efficiently by applying cost saving principles when ordering stationary, booking flights and attending to the managers and training needs while upholding TBG standards ● Monitor relevant expenses against annual budget for division and/or events in achievement of departmental financial objectives ● Prepare expense claims, per diems and advance claims. submit for payment Travel Administration ● Make all travel arrangements, visas, hotel bookings, car rentals and foreign exchange when the manager, graduate trainees, trainers and staff are travelling, staying within a pre-prescribed budget while upholding TBG brand Event planning and administration ● Plan events (such as supervisory panel meetings, welcoming new graduates, universities and school's educational tours and student exchange programmes), send invites and follow up, make all necessary arrangements such as catering and set up, within a pre-determined budget ● Draft and send communications regarding events to ensure knowledge ● Act as host at functions by welcoming guests and

assist the manager to uphold the TBG brand ● Communicate with internal events managers; Plan, arrange and co-ordinate gift packs for events in line with business initiatives and budgets ● Plan, arrange logistics for all trainings; venues, catering, facilities, name tags, registers, training manuals, training slides and making sure all resources are in working condition ● Compare cost for all functions and events by conducting a plan of itemised costs get approval to stay within budget ensuring deliverables meet with TBG cost efficiency ● Use initiative to make decisions by analysing the situation and taking appropriate action to minimise the impact on the manager's time and escalate to the manager only when all avenues have been examined and appropriate to do so Staff and Training Administration ● Manage and co-ordinate training for the group ● Sending out reminders for any training that will take place, venue and travel made. ● Send reminders for any expenses, invoices and any other related expenses that needed to be submitted to payroll 3 days prior to their submission date on a monthly basis, prepare an overall view for manager approval the day of submission and submit to payroll for processing. ● Engage with graduate trainees on any personal and/or work related issues and find an appropriate solution ● Treat staff welfare issues of the division sensitively and with empathy and follow an appropriate course of action such as ordering flowers ● Communicate with panel and liaison with stakeholders, creating and maintaining a positive image of the programme ● Liaison with service providers, universities, colleges and schools regarding all training related queries as and when required ● Manage communication by answering and screening telephone calls and emails, making calls, manage voicemails to support the manager and department as far as possible ● Attending to a high volume of telephone, email and walk-in internship, job shadowing and short term work experiential requests on a daily basis; Viewing all applications and use own discretion to appoint and place interns in the different newsrooms; Manage and mentor interns and graduate trainees ● Assisting Managing editors and editorial staff with training related queries as and when required ● Ensure that all training related documents are stored in a central location for easy access ● Assist with the preparation of all presentations for staff refresher training sessions by consolidating feedback from external trainers and sending to the Manager for approval and vetting the day before the training session, ● Organise recruitment process for new graduate trainee intake from advertising to final notification and contracting of successful candidates ● Plan, arrange audit and site visits by SETA moderators and facilitators ● Collate data and prepare SETA and management reporting Office Administration ● Ordering of stationery and consumables as and when it is required. ● Offer office support to the department by networking and liaising with facilities management ensuring a timely turn- around time ● Planning and organising departmental events and training, boardroom bookings and refreshments; Preparing of weekly agenda for staff meeting, typing and distribution of minutes; ● Prepare and submit personal expense claims for the team; ● Investigate customer complaints and non-conformance issues; ● Assist the manager with administrative functions such as document preparation, setting up presentations, creating or maintaining worksheets and other related administrative functions ● Arrange for access cards, manage parking bays and use own discretion to sign off use of pool cars, manage office equipment and make sure they are in working condition

Working period **nuo 2003.07 iki 2004.06**

Company name TISO BLACKSTAR GROUP

You were working at: Personal assistant

Occupation PA to Financial Manager

What you did at this job position? ● Queries received from all the group's departments, listed companies and clients responded to ● Calendar and diary for Financial Manager managed ● Agreements, letters, reports, memos and general correspondence typed according to the TBG requirements and compliance. All faxes received logged and distributed ● Agenda for daily finance meeting maintained and minutes taken and distributed. ● Control and issuing of stationery and office equipment. Safe handling of R18000 petty cash ● Receive and facilitate the processing and payment of expense, per diems, advance and subsistence claims adhering to the TBG payment policy and procedures. Capture claims/payments into accountability system and reconcile thereof ● Coordination of travel arrangements with the travel agency and the confirmation thereof. ● Take responsibility for faxes sent and received. Response to emails sent by internal and external clients. Distribute Mail internally. Responsible for department leave register. Filing conducted ● Promptly answering of calls, taking messages accurately and redirecting to relevant staff. ● Assistance with department team functions

Working period	nuo 2002.08 iki 2003.05
Company name	FIRST NATIONAL BANK
You were working at:	Personal assistant
Occupation	PA to GM Marketing, Strategy & Product Development
What you did at this job position?	<ul style="list-style-type: none">● Acting as first point of contact, often controlling access to manager's office, dealing with queries and walk in visitors. Screening of managers calls, flagging important related matters that require manager's urgent attention● Ensure management of manager's diary by setting up meetings, checking conflicting meeting and communicating with all stakeholders. Plan for meetings by booking parking, meeting rooms, meet and greet manager's guests. Prepare for meetings by setting up meeting rooms, ordering refreshments, preparing and distributing agendas to best facilitate a smooth meeting. Take or record minutes as needed, type minutes and distribute to the manager and ultimately distribution list within appropriate time frame● Travel co-ordination of all local and international travel, i.e. booking of all flights, accommodation and car hire and confirmation thereof● Plan and arrange marketing events, departmental functions, i.e. team building, conference etc. Ensuring that there is enough marketing material● Take responsibility for faxes and emails sent and received. Receive and distribute mail internally● Answering all calls, taking accurate messages and redirecting to relevant staff● Reception duties including; collecting and taking care of internal and external visitors● Organize refreshments for all visitors● Facilitate the processing of expense claims and credit card expenditure as requested● Make photocopies for meeting packs i.e. agendas and previous minutes and distribute to marketing team as and when requested● Typing all reports, memos, general correspondence, drafting of letters for signatures.● Deliver and maintain office equipment to the department. Filing● Understand manager's priorities, encourage manager to attend social events that appear on the calendar. Schedule and update meetings and arrange for guests parking● Serve as a reminder for all manager's appointments● Responsible for the maintenance and booking of meeting rooms.● Responsible for all leave forms, ensure that they are completed correctly and submit to HR

Working period	nuo 2001.09 iki 2002.07
Company name	EYESIZWE COAL
You were working at:	Personal assistant
Occupation	Ececutive Assistant to CEO & Deputy CEO
What you did at this job position?	<ul style="list-style-type: none"> ● Key purpose was to support the CEO and his Deputy, to provide excellent knowledge, skills, inputs and outputs in order to make their job functions more organized and easier. ● Acting as first point of contact often controlling access to executives' offices, dealing with queries and walk in visitors ● Deliver results by managing time and executives time effectively and aligning with executives' targets and deadlines in order to contribute to EC principles ● Manage executives' diary by setting up meetings, checking conflicting meetings and communicating with all stakeholders. Plan for meetings by booking parking, meeting rooms, ordering refreshments, meet greet and escort executive's guests. Prepare and distribute agendas to best facilitate a smooth meeting. Take or record minutes as needed, type minutes and distribute to executives and ultimately distribution list within appropriate time frame ● Plan and arrange Exco Board meetings, meeting packs and distribute thereof. Arrange meeting logistics, catering, setting up video conferencing and conference calls and skype if necessary ● Make executives aware of pending approvals and follow up daily ● Assist the executives with administrative functions such as document preparation, setting up presentations, creating or maintaining worksheets and other related administrative functions. ● Manage communication by answering and screening telephone calls and emails, making calls, manage voicemails to support the executives as far as possible ● Consistently deal with all correspondence and communication with confidentiality and in line with the EC and executives values maintaining integrity of executives and self ● Answering of telephones, screening calls, writing of messages, responding to email and telephone queries and faxing of documents. Typing of all letters on executives' behalf ● Assisting with filing - putting all private and confidential documents in the correct files, creating a filing system if required. Ensure there is sufficient stationery stock for the executives ● Travel co-ordination of all local and international travel, i.e. booking of all flights, accommodation, car hire, visas and living subsistence allowances and confirmation thereof ● Liaison and arrange site visits with mine managers. Custodian for keys to the executives' offices

Working period **nuo 1997.02 iki 2001.08**

Company name NEDBANK

You were working at: Personal assistant

Occupation PA to HOD Mortgage Lending

What you did at this job position? ● Diary Management, arranging and managing internal and external meetings, preparing meeting packs and take minutes ● Travel and accommodation bookings for manager, credit managers and departmental staff ● Responding to customer email and telephone queries and complaints ● Stock and stationery control i.e. Ordering and distribution ● Assisting Credit Managers with setting up home evaluations by setting up appointments with home owners. Manage diaries for credit managers ● Make manager aware of pending approvals and follow up daily ● Consistently dealing with all correspondence and communication with confidentiality and in line with the bank's values maintaining integrity of managers and self. Answering and screening all calls, writing of messages and faxing of documents. Typing of all letters, reports and bank confirmation letters on a daily basis. Meet greet and escort department visitors and clients. Assisting with filing - putting all private and confidential documents in the correct files, creating a filing system if required. Managing and reviewing filing and office systems

Working period **nuo 1993.01 iki 1996.10**

Company name MERIDIEN BANK

You were working at: Front Desk Agent

Occupation Front Office Assistant/Receptionist

What you did at this job position? ● Acting as first point of contact for the branch, monitoring the reception area, attending to visitors and bank clients, directing them to the relevant departments ● Assisting clients complete credit applications and account opening applications, informing them of the status of their applications thereafter. Handling of telephonic, fax queries and complaints ● Answer calls, take messages and route them. Data Capturing. Standing in for the switchboard operator. Handling and monitoring incoming and outgoing telefaxes ● Managing drivers and incoming and outgoing correspondence. Administration functions for floor bank staff

Working period **nuo 1984.11 iki 1992.12**

Company name PRICE WATERHOUSE COOPERS

You were working at: Receptionist

Occupation Switchboard Operator

What you did at this job position? ● Professionally attend to the switchboard by answering calls, taking accurate messages and route calls to relevant department. Attending to visitors and directing them to relevant department ● Attend to telephone queries. Handling outgoing and incoming telefax correspondence ● Print monthly telephone reports and send to departmental heads ● Ensure that incoming and outgoing correspondence is delivered and dispatched promptly

Working period **nuo 2020.02 iki 2020.03**
 Company name Frayintermedia College of Communication
 You were working at: Other jobs
 Occupation PA to Research and Academic Head/Education Programme Co-ordinator
 What you did at this job position? PA, Administration, Co-ordination, Seta Projects and other Projects Administration, Budgets

Education

Educational period **nuo 1994.03 iki 1995.04**
 Degree Certificate
 Educational institution Damelin Management School
 Educational qualification Public Relations & Front Line
 I could work Communication, Customer Service and Marketing

Educational period **nuo 1995.02 iki 1996.02**
 Degree Diploma
 Educational institution Damelin College
 Educational qualification Secretarial & Administration
 I could work Business & Office Administration

Educational period **nuo 1994.04 iki 1995.10**
 Degree Diploma
 Educational institution Damelin College
 Educational qualification Office Computing for Windows
 I could work Business and Office Administration

Languages

Language	Speaking level	Understanding level	Writing level
English	fluent	fluent	fluent
isiZulu	fluent	fluent	fluent
isiXhosa	fluent	fluent	fluent
SiSwati	fluent	fluent	fluent

Computer knowledge

Seta Systems

Outlook

Internet

Ms Word

Conferences, seminars

Excel

Human Resources for Office Professionals

Powerpoint

Business Writing Skills

Accountability

Excel

Psyber

Powerpoint Expert

Recommendations

Contact person	Paddi Clay
Occupation	Head of Programme
Company	Tiso Blackstar Group
Telephone number	0832598878
Email address	paddiclay@gmail.com

Additional information

Your hobbies	Arobics, Travelling, Reading
Driver licenses	B Light Vehicle ≤ 3,500kg
Driver license from	1998-10-00 (26 years)
Salary you wish	10000 R per month
How much do you earn now	27222 R per month