

REFILWE THELMA MADALE

Administrative & Office Support Professional | Junior PA | Project & Operations Support

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PROFILE

Administrative and Operations Support Professional experienced in office coordination, documentation management, and workflow support. Recognized for attention to detail, organisational efficiency, and the ability to manage multiple priorities while ensuring smooth and professional office operations.

WORK EXPERIENCE

Project Management Trainee

Excelerate (Saint Louis University)

| Remote | Oct- Nov 2025

- Supported the development of a project plan for a global experiential event, ensuring timelines and deliverables were met.
- Identified project risks and contributed to mitigation strategies, helping prevent potential delays.
- Assisted with budget planning and coordination, improving financial tracking and resource allocation.
- Collaborated with a global team and presented the project plan to senior management, demonstrating strong communication skills.

Administrator

Boost Academy | Apr 2024 - Dec 2024

- Managed daily office operations including filing systems, scheduling, and records management, streamlining administrative workflow.
- Prepared and Reviewed reports, correspondence and official documentation with high accuracy.
- Handled internal and external communications, supporting a smooth team collaboration and client interaction.
- Assisted management with project coordination tasks, ensuring deadlines and targets were constantly met.

Administrative Assistant

ORTSA – Youth Employment Service Programme | Mar 2023 – Apr 2024

- Provided front – desk and administrative support, managing schedules, communications and office supplies for professional environment serving 200+ clients.
- Maintained accurate financial and operational records, ensuring compliance and confidentiality.
- Organized digital filing systems, improving records, ensuring compliance and confidentiality.
- Completed work readiness training focusing on teamwork, communication and adaptability, applying new skills to daily tasks

EDUCATION

- **Bachelor of Arts in Humanities (Developmental Studies & Sociology)** University of Johannesburg | Completed 2020

Focused on organisational systems, research methodology, stakeholder engagement, and structured analysis. Developed strong analytical thinking, professional writing, and information management skills applicable to administrative and operational environments.

CERTIFICATES AND SHORT COURSES

- **Office management** - IQ Academy | Feb 2025
- **Introduction to Project Management** - National School of Government | May 2025
- **Introduction to Financial Management and Budgeting** – National School of Government | Jun 2025
- **Introduction to Operations Management Framework** – National School of Government | Jun 2025
- **Project Management Trainee – Excelerate (Saint Louis University Supported) | Nov 2025**
- **Administration Assistance and Yes4youth Readiness Training** – ORTSA | Apr 2024

Core Skills

Administrative & Office Support

- Office administration and coordination
 - Scheduling, filing, and time management
 - Documentation preparation and records management
 - Client service and professional communication
- ### **Operations & Project Support**
- Project and operations support
 - Task tracking and workflow coordination
 - Problem-solving and attention to detail
 - Financial tracking and budget assistance
- ### **Technical & Collaboration Skills**
- Microsoft Office Suite & Google Workspace
 - Project management tools (Asana, Trello, Canva)
 - Team collaboration and remote work efficiency

References

Excelerate Virtual Internship program -

Global Internship support Team Email:

info@excelerate.org

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