

THULANI BAFANA GIVEN MPEHLE

 Soshanguve, Gauteng, South Africa
 082 875 4450
 mpehlethulani@gmail.com

PROFESSIONAL PROFILE

Highly motivated and results-oriented Information Technology and Business Administration professional with a National Diploma in Information Technology (Business Applications) and strong experience across administration, business operations, helpdesk support, finance, compliance auditing, customer service, project coordination, and digital sales.

Demonstrated ability to manage administrative systems, analyze operational data, support clients, improve workflow efficiency, and maintain accurate reporting within fast-paced environments. Recognized for strong problem-solving abilities, professionalism, communication skills, attention to detail, and the ability to work effectively both independently and within teams.

Adaptable and versatile professional seeking opportunities within administration, IT support, business operations, customer service, project coordination, data capturing, compliance, finance administration, retail operations, graduate programmes, and corporate environments.

CORE COMPETENCIES

- Administration & Office Support
 - Data Capturing & Data Management
 - Business Analysis & Reporting
 - IT Support & Helpdesk Assistance
 - Compliance Auditing & Documentation
 - Customer Service & Client Relations
 - Financial Administration
 - Project Coordination & Planning
 - Microsoft Office Suite & Excel Reporting
 - Stakeholder Communication
 - Problem Solving & Analytical Thinking
 - Team Collaboration & Leadership
 - Time Management & Multitasking
 - Sales & Business Development
 - Process Improvement & Operational Support
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PROFESSIONAL EXPERIENCE

Summit Reach Field Global (Invictus Group) – Gauteng

Administrator

March 2026 – Present

- Administer and maintain learner information on the Inala Learner Management System.
 - Verify, capture, audit, and maintain learner records and compliance documentation.
 - Audit learner agreements, attendance registers, and supporting documents in accordance with W&R SETA requirements.
 - Maintain and update Excel master trackers used for reporting and operational monitoring.
 - Coordinate project-related administrative activities and ensure deadlines are met.
 - Ensure data integrity, accuracy, and compliance across operational systems.
 - Support reporting processes and assist with resolving learner and compliance queries.
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Atec Systems and Technologies (Pty) Ltd – Pretoria, Gauteng

Administrator | Financial Assistant | External Digital Sales Personnel

February 2022 – October 2023

- Managed client subscriptions, account activations, reconciliations, and service records.
 - Coordinated installations, technical support requests, and communication between departments.
 - Assigned and monitored service tickets while ensuring SLA compliance.
 - Maintained financial records, processed administrative documentation, and assisted during audits.
 - Managed accounts payable and receivable processes and assisted with budget administration.
 - Prepared operational reports, dashboards, and exported system data for management.
 - Assisted in monitoring network data sessions and escalated technical issues when required.
 - Identified business opportunities, engaged clients, and consistently contributed toward achieving sales targets.
 - Built and maintained strong client relationships through professional service delivery.
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Atec Systems and Technologies (Pty) Ltd – Pretoria, Gauteng

Helpdesk Agent

December 2021 – February 2022

- Provided first-line IT support and customer assistance to clients.
- Logged, tracked, resolved, and escalated technical support tickets.
- Assisted users with troubleshooting hardware, software, and connectivity issues.
- Maintained accurate records of incidents, requests, and resolutions.
- Delivered professional customer service and ensured timely issue resolution.

Atec Systems and Technologies (Pty) Ltd – Pretoria, Gauteng

Administrator

July 2021 – November 2021

- Administered client subscriptions and monitored network activities.
- Maintained records relating to installations, upgrades, and configurations.
- Coordinated workflow between technical, helpdesk, and network departments.
- Compiled reports and supported operational and administrative projects.

Yardrun (Pty) Ltd – Pretoria, Gauteng

Manager

April 2020 – July 2021

- Managed daily business operations and coordinated staff activities.
- Scheduled work assignments and monitored operational performance.
- Motivated team members and ensured productivity targets were achieved.
- Prepared operational reports and maintained organized administrative processes.
- Implemented systems to improve efficiency and workflow management.

Tshwane University of Technology Enterprise Holdings (TUTEH) – Pretoria, Gauteng

Residential Assistant & Data Capturer

January 2020 – March 2020

- Assisted residents with administrative and support-related matters.
- Captured, verified, cleaned, and maintained accurate data records.
- Ensured compliance with standard operating procedures and data security requirements.
- Assisted with student orientation and resident engagement activities.

ICEP – Tshwane University of Technology (TUT) – Pretoria, Gauteng

Business Analyst

May 2019 – December 2019

- Conducted market research and competitor analysis within the technology sector.
- Gathered, analyzed, and documented business and system requirements.

- Prepared business reports and data-driven recommendations for stakeholders.
 - Collaborated with finance and IT teams to improve operational efficiency.
 - Assisted with project support, testing processes, and system optimization.
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EDUCATION

Tshwane University of Technology

National Diploma: Information Technology (Business Applications)

Completed: December 2019

NQF Level: 6

Soshanguve Secondary School

National Senior Certificate (Matric)

Completed: November 2014

NQF Level: 4

TECHNICAL SKILLS

Microsoft & Office Systems

- Microsoft Excel
- Microsoft Word
- Microsoft Teams
- Microsoft Azure
- Google Workspace

Financial & Business Systems

- Sage 300
- Pastel
- Netcash
- Datatill
- QlikView

IT & Development Tools

- Visual Studio
- Just In Mind
- AWS (Amazon Web Services)
- Cloud Computing
- Network Infrastructure Fundamentals
- C#

- Python
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ADDITIONAL STRENGTHS

- Excellent verbal and written communication skills
 - Strong attention to detail and accuracy
 - Ability to work under pressure and meet deadlines
 - Fast learner with strong adaptability
 - Professional telephone etiquette
 - Strong organizational and administrative abilities
 - Ability to handle confidential information professionally
 - Self-motivated and goal-driven
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REFERENCES

Katlego Kweetsane

Team Leader – Atec Systems and Technologies (Pty) Ltd

☎ 076 952 3676

✉ katlego@atec.co.za

Delia-Ann Liebenberg

Manager – Atec Systems and Technologies (Pty) Ltd

☎ 082 890 6751

✉ delia@atec.co.za

Maggie Ledwaba

Project Manager – I-People

☎ 012 941 9808

✉ maggie@ipeoplesa.onmicrosoft.com

Mashitishi Phurutsi

CEO – ICEP (TUT)

☎ 012 382 9598

✉ admin@icep.co.za

Palesa Motene

Supervisor – Summit Reach Field Global

☎ 067 810 0378

✉ PalesaM@reachsummitglobal.com