

CURRICULUM VITAE OF PROMISE PHUMZILE MASOMBUKA

Administration Assistant | Customer Service Consultant | | ICT Support Specialist

Tsakane Ext 8, Brakpan

Ekurhuleni, Gauteng, 1550

South Africa

Phone: 0813440288

Email: promisemasombuka86@gmail.com

Professional Summary

Dynamic, professional, and highly dependable individual with proven experience in administration, customer service, educational support, and workplace maintenance. Demonstrates strong organisational, communication, and problem-solving abilities with a solid background in office administration, client relations, and ICT support services. Previously served as an Administration Assistant/Administrator at Uhuru Financial Services, where responsibilities included office coordination, records management, client communication, and administrative support functions. Experienced as a Consumer Service Consultant with the ability to manage customer enquiries professionally while maintaining high standards of service delivery. Also possesses experience in cleaning and facility maintenance, ensuring safe, hygienic, and well-maintained working environments. Currently employed by Edunova as an ITE, providing ICT and educational support within a professional learning environment. Recognised for a strong work ethic, adaptability, leadership potential, and the ability to perform effectively under pressure while contributing positively towards organisational growth and operational excellence.

CORE COMPETENCIES

Administration and Office Management
Customer Service and Client Relations
Communication and Interpersonal Skills
Teamwork and Collaboration
Professionalism and Work Ethics
Leadership and Responsibility
Adaptability and Fast Learning
Workplace Hygiene and Safety Awareness
Ability to Work Under Pressure
Conflict Resolution
Project Management
Financial Reporting
CRM Software Use

SKILLS

Computer Literacy and ICT Support
Microsoft Word, Excel, PowerPoint
Data Capturing and Records Management
Telephone and Email Etiquette
Time Management and Organisation
Problem-Solving and Critical Thinking
Attention to Detail and Accuracy
Filing and Documentation Management
Network Management
Sales Experience
Technical Certification and Event Planning Budget
Management and Database Management

ADDITIONAL SKILLS

Administration and Office Support
Customer Service Excellence
Communication Skills
Computer Literacy
Microsoft Office
Teamwork and Collaboration
Time Management
Problem Solving
Records Management
Attention to Detail
Ability to Work Under Pressure

PERSONAL DETAILS

Full Name: Promise Phumzile
Surname : Masombuka
Gender: Female
Languages: English, IsiZulu
Driver's License: None
Date of Birth: 16 November 1999

EDUCATIONAL BACKGROUND

Highest Grade: Grade 12 / Matric
School Name: Mbongeni Mgugudu Secondary School
Year Completed: 2020
Subjects : IsiZulu, English, History, Geography, Tourism, Life Orientation, Mathematical Literacy
Computer Literacy: Basic Microsoft Office Skills Microsoft Word, Excel, and PowerPoint
Digital Literacy Certificate | Year Completed: 2025
Entrepreneurship Certificate | Year Completed: 2025
Work Readiness Certificate | Year Completed: 2025

WORK EXPERIENCE

ITE – Edunova

Current Position | 2025 – Present

Responsibilities:

Provide ICT and educational support within the learning environment.
Assist learners and educators with computer-related tasks and digital platforms. Support administrative duties and maintain accurate records.
Promote effective communication and teamwork within the organisation.
Ensure proper use and maintenance of ICT equipment.

Administration Assistant / Administrator – Uhuru Financial Services

2024 – 2025

Responsibilities:

Managed office administration and daily operational activities.
Maintained accurate filing systems, records, and confidential documents.
Assisted clients with enquiries and administrative processes.
Prepared reports, correspondence, and office documentation. Coordinated appointments, meetings, and communication channels. Delivered professional customer service and administrative support.

Customer Service Consultant /Call center– Uhuru Financial Services

2023 – 2024

Responsibilities:

Assisted customers with service-related enquiries and problem resolution.
Maintained professional communication with clients.
Processed customer requests and ensured client satisfaction.
Demonstrated strong interpersonal and conflict-resolution skills.
Worked effectively in high-pressure environments while meeting targets.

Cleaner/General Assistant– Uhuru Financial Services

2021 – 2023

Responsibilities:

Maintained cleanliness and hygiene standards within the workplace.
Ensured safe and organised working environments.
Handled cleaning materials and equipment responsibly.
Worked efficiently independently and within a team.

DECLARATION

I hereby declare that the information provided in this Curriculum Vitae is true, correct, and complete to the best of my knowledge and belief. I understand that any false information may lead to disqualification or termination of employment.