

THOKOZILE GOODNESS NKOSI

@ Mankocie22@gmail.com

📞 079 579 4926

📍 5614 Nonyane Street Ivory Park Midrand 1682

Objective

Motivated and adaptable professional with a National Diploma in Nature Conservation and a completed Office Administration short course through IQ Academy. Seeking an opportunity within a reputable organization where I can grow my administrative skills, gain practical workplace experience, and contribute to the smooth and efficient functioning of the office. I am eager to develop my knowledge in document management, record keeping, data capturing, communication, and general office support while bringing strong organizational skills, professionalism, willingness to learn, and experience working in structured environments.

Education

2026	IQ Academy Office Administration Short Course
2021	Tshwane University of Technology National Diploma in Nature Conservation National Diploma
2016	Osizweni High School National Senior Certificate Grade 12

Experience

June 2025 - August 2026	Lewis Furniture Group Sales Advisor Made outbound calls to existing and prospective customers to promote and sell products, special offers, and in-store promotions. Contacted customers using company-provided leads to generate sales opportunities and build customer relationships. Invited customers to visit the store for promotional events and product demonstrations. Identified customer needs and recommended suitable products and payment options. Followed up with customers to close sales and ensure a positive customer experience. Achieved monthly sales targets through proactive customer engagement and relationship building. Responded to customer enquiries and resolved complaints professionally. Tekkie Town
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March 2022 -
September 2024

Shop Assistant /Cashier

Assisted customers in selecting suitable products.

Operated the point-of-sale system and handled cash transactions accurately.

Replenished stock and maintained visual merchandising standards.

Assisted with stock counts and inventory control.

Ensured a clean, organised, and customer-friendly shopping environment.

Resolved customer enquiries professionally.

Worked effectively within a team to achieve store targets.

Rietvlei Nature Reserve

Practical Trainee

Assisted with environmental education programmes.

Performed administrative and record-keeping duties.

Supported daily conservation operations.

Prepared reports and maintained accurate documentation.

Assisted visitors and provided excellent customer service.

Promoted conservation awareness to the public.

February 2020 -
July 2021

Skills

Customer Service Excellence

Administrative Support

Sales & Upselling

Telephone Etiquette

Problem Solving

Data Capturing

Reference

Mr Given Shivambo - "Lewis Furniture Group "

Store Manager

+27 83 842 7851

Miss Loretta Phahlane - "Tekkie Town "

Supervisor

+27 76 609 5647

Miss Lulama Mpehle - "Rietvlei Nature Reserve "

Mentor

27 78 853 803

Conditions: This card has been issued by the Department of Home Affairs in terms of the Identification Act, Act 68 of 1997. If found please return to the Department of Home Affairs. For enquiry or verification purposes contact 0800 40 11 40.

Date of Issue: 05 MAY 2016

RSA

101932232





THIS CARD IS VALID IN THE REPUBLIC OF SOUTH AFRICA ONLY. IT IS NOT VALID FOR THE PURPOSES OF IDENTIFICATION IN OTHER COUNTRIES.

Handwritten: 7815680-5

Handwritten: SHABBAWALA

Handwritten: CS

Handwritten: HK

Handwritten: SIGNATURE

Handwritten: 20 JUL 2026

SOUTH AFRICAN POLICE SERVICE

TEMBISA SOUTH

20 JUL 2026

CLIENT SERVICE CENTRE

SOUTH AFRICAN POLICE SERVICE



REPUBLIC OF SOUTH AFRICA
NATIONAL IDENTITY CARD

Sumame: NKOSI
Names: THOKOZILE GOODNESS
Sex: F
Nationality: RSA
Identity Number: 9904101132086
Date of Birth: 10 APR 1999
Country of Birth: RSA
Status: CITIZEN



Signature: NKOSI





National Senior Certificate

Awarded to

THOKOZILE GOODNESS NKOSI



Identity number 9904101132086

Exam number 5162131240100

Subject

IsiZulu Home Language
English First Additional Language
Mathematics
Life Orientation
Agricultural Science
Life Sciences
Physical Sciences

%
73
54
46
72
44
57
47

Achievement

level
6
4
3
6
3
4
3
*

This candidate is awarded the National Senior Certificate and has met the minimum requirements for admission to diploma or higher certificate study as gazetted for admission to higher education, subject to the admission requirements of the higher education institution concerned.



Chief Executive Officer

This certificate is issued without alterations or erasure of any kind



Council for Quality Assurance in
General and Further Education and Training
South Africa

PROVISIONAL STATEMENT OF ACADEMIC RESULTS

Please note that this is not a final statement of results.
Official academic transcripts are issued by the Institution upon successful completion of all assessments, payment of all account fees, and verification of ID Documents
Queries regarding the above results can be directed to the Student Support Office by emailing studentadmin@iqa.ac.za

Name	Thokozile Goodness Nkosi
ID/Passport nr	9904101132086
Programme	Office Administration
Programme Code	SC-OAD

Module Name	Code	Credits	Class Mark	Exam Mark	Supplementary Mark	Final Mark	Result	Date
Office Administration	SC-OAD	0	93.75%	96.67%		95.50%	Pass with Distinction	2026-06-01
Assessment						Weight	Mark	Date
FA1 - Introduction to Office Administration						5.00%	70.00%	2026-03-11
FA2 - Office Design and Layout						5.00%	100.00%	2026-03-23
FA3 - Record Management and Data Filing						5.00%	100.00%	2026-04-02
FA4 - Relationship Management and Customer Service						5.00%	100.00%	2026-04-17
FA5 - Business Communications						5.00%	90.00%	2026-05-13
FA6 - Business Etiquette						5.00%	90.00%	2026-05-18
FA7 - Diversity and Ethics						5.00%	100.00%	2026-05-20
FA8 - Office Administration Trends and Issues						5.00%	100.00%	2026-05-27
Summative Assessment						60.00%	96.67%	2026-06-01



**Tshwane University
of Technology**

We empower people

Certification Management Office
Enquiries phone: 012 382 4818

Student number: **217470633**
Delivered by eMail: mankocie22@gmail.com

01 February 2022

MISS TG NKOSI
PRIVATE BAGX 6638
NEWCASTLE
2952

Dear MISS NKOSI

TO WHOM IT MAY CONCERN

This is to confirm that **THOKOZILE GOODNESS NKOSI**, date of birth **10-APR-1999**, has met all the prescribed requirements for the awarding of the **NATIONAL DIPLOMA: NATURE CONSERVATION**, with effect from **01-OCT-2021**.

Please note:

If your account is in arrears, you will not receive a certificate during the graduation ceremony and your academic record will be blocked and no certificate verification will be done. Please call Student Accounts at 086 110 2421 to request your outstanding amount.

If the address above is incorrect, follow these steps to do the corrections:

1. Go to www.tut.ac.za, click on **Online registration**,
2. Log into the system, click on **Graduation**,
3. Click on **Communication detail** and **Address validation**.

The University uses English as the primary official language of teaching, instruction, communication and documentation.

Kind regards

A handwritten signature in black ink, appearing to read "Peter Se".

for REGISTRAR

We empower people