

THEMBELIHLE NOKUKHANYA MCHUNU

thembelihlenokukhanya3@gmail.com | +27825967071 | 2268 P Shabalala Road | Pinetown,
KwaZulu-Natal

PROFESSIONAL SUMMARY

Detail-oriented and self-motivated professional with a strong work ethic and a commitment to delivering high quality results. Known for being organized, dependable, and adaptable, with the ability to thrive both independently and as part of a team. I bring a proactive approach to problem-solving, excellent communication skills, and a keen eye for accuracy in all administrative and operational tasks. I value building positive working relationships and maintaining professional standards in every role. Currently seeking a full-time position where I can contribute to operational efficiency while continuing to grow and take on new challenges.

WORK EXPERIENCE

Administrative Assistant Trainee

Nov 2023 – May 2025

Majuba Tvet College

Newcastle, KwaZulu-Natal

- Served as the first point of contact for visitors, clients, and staff. Provided comprehensive administrative support to management and staff, including document preparation, correspondence, and record-keeping.
- Managing calls, emails, and general enquiries professionally. Coordinated schedules and logistics including meetings, appointments, events, and venue bookings to ensure smooth daily operations.
- Coordinated schedules and logistics including meetings, appointments, events, and venue bookings to ensure smooth daily operations. Maintained organized filing systems for both physical and digital records, ensuring data accuracy, confidentiality, and compliance with company policies.
- Implemented process improvements that streamlined admin workflows and reduced response times.
- Delivered high-quality customer service by responding promptly to enquiries and resolving issues with professionalism and empathy. Ensured accurate data entry and database management to maintain up-to-date and reliable company records.
- Upheld strict confidentiality standards when handling sensitive information in line with privacy policies.
- Managed office supplies and equipment, including procurement and inventory control to support operational efficiency.
- Facilitated effective communication between stakeholders, teachers, parents, and management to enhance service delivery and support.

Administrative Assistant

Jun 2025 – Nov 2025

KwaZenzele High school

Tugela Ferry, KwaZulu-Natal

- Managed front-of-house operations as Receptionist and Switchboard Operator, serving as the first point of contact for clients, staff, and external partners.

- Coordinated executive calendars and appointments while handling high volumes of phone and email enquiries professionally and efficiently.
- Maintained accurate records and database through meticulous data entry, ensuring information was upto-date and readily accessible.
- Oversaw office administration including inventory of supplies, ordering of equipment, and general support to management. Developed and organized documentation systems to streamline filing processes and improve information accessibility for staff.
- Contributed to staff onboarding by supporting the creation of training materials and standard operating procedures.
- Delivered responsive customer service to students, staff, and clients, resolving queries promptly to maintain satisfaction and positive relationships. Acted as a central liaison between internal departments and external stakeholders to resolve administrative issues and support daily operations.

EDUCATION

N Diploma in Management Assistant

Majuba Tvet College

2025

Matric Certificate

KwaNdunge High school

2016

SKILLS

- Computer Literacy
- Working knowledge of departmental policies, Batho Pele principles
- Understanding of the Labour Relations Act and POPI Act
- Resolving disputes professionally and maintaining a positive work environment
- Ability to prioritize tasks and meet deadlines in a fast-paced environment
- Strong verbal and written communication with clients, staff, and stakeholders

REFERENCES

Miss LP Gladile

Former Supervisor

Senior Admin Officer , Majuba Tvet College

0734324682 • Linda.Gladile@majuba.edu.za

Miss FP Vilakazi

Former Employer

Principal , KwaZenzele High school

0846360930 • nhlalenhle3@gmail.com



REPUBLIC OF SOUTH AFRICA

NATIONAL IDENTITY CARD

Surname:

MCHUNU

Names:

**THEMBELIHLE
NOKUKHANYA**

Nationality:

RSA

Identity Number:

9710041000089

Date of Birth:

04 OCT 1997

Country of Birth:

RSA

Status:

CITIZEN

Sex:

F

Signature:



Conditions:

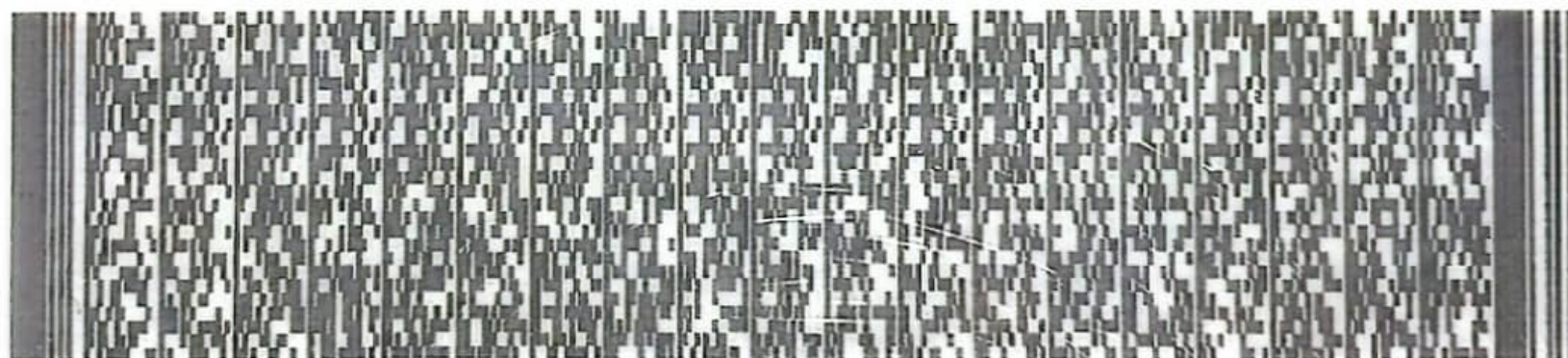
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Identification Act, Act 68 of 1997**

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For enquiry or verification purposes contact 0800 60 11 90**

**Date of Issue:
25 OCT 2025**



202028548





REPUBLIC OF SOUTH AFRICA

National Senior Certificate

Awarded to

THEMBELIHLE NOKUKHANYA MCHUNU

Identity number 9710041000039

Exam number 5162122130013

Subject	Achievement	
	%	level
IsiZulu Home Language	81	7
English First Additional Language	72	6
Mathematical Literacy	45	3
Life Orientation	84	7
Business Studies	47	3
Economics	34	2
Life Sciences	34	2
*****	***	*

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 entered.

With effect from December 2016

M. S. LAKOMETSU

Chief Executive Officer

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

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(See reverse for more information)



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DEPARTMENT: HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA

NATIONAL **N** DIPLOMA

MANAGEMENT ASSISTANT

AWARDED TO

MCHUNU THEMBELIHLE NOKUKHANYA

IDENTITY NUMBER

9710041000089

WITH EFFECT FROM

2025/06/01

MINIMUM TRAINING PERIOD: 3 YEARS

* INDICATES DISTINCTION

COMMUNICATION	N4	N5	N6
COMPUTER PRACTICE	N4*	N5	N6
INFORMATION PROCESSING	N4	N5*	N6
OFFICE PRACTICE	N4	N5	N6*
*****	*****		


Examination Officer


Director-General

Issued by the Director-General of the Department of Higher Education and Training
under delegated authority from the Quality Council for Trade and Occupations



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SERIAL NUMBER

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