

b) Computer Practice – Microsoft Excel

Knowledge of:

- Creating and formatting spreadsheets
- Entering and organising data
- Performing calculations
- Using formulas and functions
- Basic spreadsheet analysis
- Creating charts and graphs
- Formatting worksheets for professional use
- Presenting information clearly in spreadsheet format

c) Microsoft PowerPoint

Ability to:

- Create professional presentations
- Select appropriate slide layouts
- Insert and format tables
- Insert charts and graphs
- Organise information logically
- Prepare presentations for professional and business purposes

d) Business Communication

Knowledge of preparing and handling:

- Business letters
- Notices
- Emails
- Memoranda
- Reports
- Meeting minutes
- Meeting agendas
- Internal and external correspondence
- Professional telephone communication
- Electronic communication

e) Office Administration

Knowledge of:

- General office administration
- Functions of an office
- Duties of an Office Administrator / Management Assistant
- Office procedures
- Planning and organising daily activities
- Time management
- Prioritising tasks
- Managing office resources
- Maintaining an organised workplace
- Improving workflow and efficiency
- Maintaining a professional office environment

f) Records and Filing

Knowledge of:

- Filing systems
- Classification of documents
- Electronic records
- Storing and retrieving information
- Records management
- Document confidentiality
- Information security
- Accurate document handling

g) Meetings and Appointments

Knowledge and practical training in:

- Scheduling appointments
- Managing diaries and calendars
- Preparing for meetings
- Preparing agendas
- Recording and preparing minutes
- Making meeting arrangements

h) Reception and Customer Service

Knowledge of:

- Receiving and assisting visitors
- Telephone etiquette
- Handling enquiries
- Professional customer service
- Dealing with difficult clients professionally
- Creating a positive image of an organisation
- Professional front-office conduct

i) Travel and Administrative Arrangements

Knowledge of:

- Planning business trips
- Arranging transport
- Arranging accommodation
- Preparing travel itineraries
- Managing travel documentation
- Recording and managing travel expenses

j) Human Relations and Workplace Skills

- Teamwork
- Professional relationships
- Professional workplace behaviour
- Conflict management
- Interpersonal communication
- Customer communication
- Professional conduct
- Attention to detail
- Accuracy
- Ability to follow instructions
- Willingness to learn
- Ability to work within deadlines

COMPUTER SKILLS

✓ Microsoft Office

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft OneNote

✓ Sharepoint

✓ Outlook

PERSONAL ATTRIBUTES

- Reliable and responsible
- Hardworking and committed
- Well organised
- Professional and respectful
- Good attention to detail
- Accurate when completing tasks
- Good written and verbal communication
- Willing to learn and develop
- Able to work independently
- Able to work as part of a team
- Able to prioritise tasks
- Adaptable to new working environments
- Professional approach to customer service
- Respectful of confidentiality and sensitive information

CAREER INTERESTS

- Interested in developing a career in:
- Office Administration
- Management Assistance
- Administrative Support
- Business Administration
- Reception and Front Office
- Records and Information Management
- Human Resources Administration

LANGUAGES

Language	Proficiency
Sepedi	Fluent
English	Fluent
isiZulu	Good

EDUCATIONAL QUALIFICATIONS

1. Western TVET College

**Management Assistant – N4–N6
2024**

Subjects completed:

- Information Processing N4–N6
- Computer Practice N4–N6
- Communication N4–N6
- Office Practice N4–N6

2. Segopotje Secondary School

**National Senior Certificate / Grade 12
2019**

REFERENCES

1. T. E. Mphahlele- Teacher – Communication

Email: thakgalangmphahlele4@gmail.com

Telephone: 072 487 6206

2.

3.

MAKGAI VINOLIA

Management Assistant graduate

PERSONAL PROFILE

Vinolia is a motivated and detail-oriented **Management Assistant graduate** with completed N4-N6 studies in Management Assistant at Western TVET College. Possesses a strong foundation in **office administration, information processing, computer practice, communication and office practice**, with practical knowledge of Microsoft Word, Excel and PowerPoint.

Well organised, professional and willing to learn, with an interest in gaining practical workplace experience through an **internship, graduate programme or in-service training opportunity**. Able to assist with administrative duties, document preparation, filing, record keeping, communication, meeting administration, scheduling and general office support.

A reliable individual who pays attention to detail, works well with others and understands the importance of confidentiality, professional conduct, accuracy and completing tasks within required deadlines.

VITALS

Gauteng, Johannesburg

Mobile: 081 591 2164

Email: makgaivinolia7@gmail.com

CAREER OBJECTIVE

To obtain an internship, graduate programme or in-service training opportunity where I can apply the knowledge and skills gained through my Management Assistant studies, develop practical workplace experience and contribute positively to the organisation.

I am particularly interested in opportunities that will allow me to develop further in **office administration, administrative support, records management, customer service, communication, reception, meeting coordination and general business operations**.

1. KEY COMPETENCIES

a) Information Processing and Word Processing

Knowledge and practical training in:

- Organising and processing information
- Storing and retrieving information
- Microsoft Word
- Creating and formatting professional documents
- Professional business correspondence
- Mail Merge
- Page formatting and document layouts
- Creating and formatting tables
- Using styles and templates
- Headers and footers
- Sections and page numbering
- Preparing professional documents accurately
- Completing administrative tasks within prescribed timeframes