

CURRICULUM VITAE

NDUMISO MIYA

Johannesburg, Gauteng

069 340 8961 | www.ndumisomiya360@gmail.com

PROFESSIONAL PROFILE

Motivated, reliable and hardworking South African youth with a National Senior Certificate and practical experience in administration, data capturing, record keeping and customer service. Gained workplace experience through an Insurance Learnership at AVBOB Life and employment as a waiter at PH Network Café. Currently studying towards a Diploma in Systems Development at Boston City Campus.

Possesses good communication, organisational, problem-solving and computer skills, including Microsoft Word, Excel, Outlook, PowerPoint and Access. Eager to gain further practical workplace experience, learn new skills and contribute positively to a professional working environment through the Youth Employment Service (YES) Work Experience Programme.

PERSONAL DETAILS

- **Nationality:** South African
- **Location:** Johannesburg, Gauteng
- **Employment Status:** Unemployed
- **Availability:** Immediately
- **Driver's Licence:** Code C1 (Code 10)
- **Criminal Record:** None

KEY SKILLS

- General administration and office support
- Data capturing and information verification
- Record keeping and document management
- Microsoft Word, Excel, Outlook, PowerPoint and Access
- Customer service and professional communication
- Filing, scanning and document organisation
- Attention to detail and accuracy
- Planning and time management

- Teamwork and independent working
- Problem-solving and analytical thinking
- Following instructions and procedures
- Adaptability and willingness to learn
- Ability to work under pressure

WORK EXPERIENCE

INSURANCE LEARNER

AVBOB Life – Johannesburg

November 2023 – October 2024

- Provided general administrative support in a professional office environment.
- Captured, checked and updated client information on company systems.
- Maintained accurate records and organised client documentation.
- Assisted with filing, scanning, uploading and archiving documents.
- Responded professionally to client enquiries.
- Checked information and documentation for completeness and accuracy.
- Handled confidential information responsibly.
- Communicated with clients and colleagues to assist with enquiries.
- Followed company procedures and completed assigned tasks within required timeframes.
- Demonstrated accountability, professionalism and attention to detail.

WAITER

PH Network Café – Johannesburg

Six months

- Provided friendly and professional customer service.
- Responded to customer enquiries and requests.
- Processed cash and card payments accurately.
- Communicated effectively with customers and colleagues.
- Managed multiple tasks during busy periods.
- Worked effectively under pressure and as part of a team.

- Maintained professional service standards and an organised working environment.

EDUCATION

DIPLOMA IN SYSTEMS DEVELOPMENT

Boston City Campus | 2025 – Present

Relevant completed modules and results:

- Systems Development 1 – Java: 87%
- Computer Literacy Advanced: 88%
- Computer Literacy Introduction: 73%
- Technical Systems and Support: 74%
- Introduction to Business Management: 70%

LONG-TERM INSURANCE CERTIFICATE – NQF LEVEL 4

INSETA / AVBOB | Completed 2024

SHE REPRESENTATIVE CERTIFICATE

NQF Level 3 credits

NATIONAL SENIOR CERTIFICATE (GRADE 12)

Hoërskool President | Completed 2020

Subjects included English Home Language, Afrikaans First Additional Language, Mathematical Literacy, Business Studies, History, Tourism and Life Orientation.

CAREER OBJECTIVE

To gain valuable practical workplace experience through the YES Youth Work Experience Programme, develop professional skills and improve my long-term employment prospects. I am willing to learn, adapt to different responsibilities and contribute to the success of the organisation where I am placed.

LANGUAGES

- English – Fluent
- isiZulu – Fluent
- Afrikaans – Basic

REFERENCES

Mrs Khosi Mazibuko

Manager – AVBOB Johannesburg Life Office

Cell: 079 262 1416

Mr Oupa

Owner – PH Network Café

Cell: 083 707 2698