

MAPUKA MOSOLA

26 Heilbron Street, South Hill, Johannesburg | 073 535 3925 | mapukamosola2015@gmail.com

PROFESSIONAL SUMMARY

Service-oriented administration and digital marketing professional with experience in client service, data capturing, content creation, and social media management. Skilled in maintaining accurate records, coordinating office administration, and supporting stakeholder engagement while upholding confidentiality and professionalism. Proven ability to manage digital platforms, prepare reports, and contribute to brand visibility and reputation management.

KEY SKILLS

- Client Service & Frontline Assistance
- Data Capturing & Records Management
- Administrative Support & Office Coordination
- Microsoft Office (Word, Excel, Outlook, PowerPoint)
- Digital & Social Media Marketing (Facebook, Instagram, TikTok)
- Content Creation & Report Writing
- Communication & Conflict Resolution
- Public Relations & Media Coordination
- Teamwork & Time Management

PROFESSIONAL EXPERIENCE

Social Media & Client Service Officer | Qube Industries (Pty) Ltd

February 2025 - March 2026

- Provided daily client support across digital platforms, resolving service enquiries promptly and professionally.
- Managed the organisation's digital marketing strategy to enhance online visibility, audience engagement, and digital reach.
- Integrated email marketing using Omnisend and online advertising to reach a broader audience and ensure platform compliance.
- Captured, maintained, and updated client records accurately for reporting, analysis, and stock taking.
- Prepared weekly service reports highlighting client feedback and performance trends.
- Assisted with filing, scheduling, and administrative coordination for the marketing team.
- Upheld confidentiality and compliance when managing client data.
- Communicated professionally with clients via WhatsApp, email, and social media.
- Created and curated marketing materials, including brochures, presentations, and digital content posts.
- Wrote content for digital media, print brochures, flyers, and internal communication channels.
- Compiled, edited, and uploaded audio and video content for the organisation's website, WhatsApp, Facebook, TikTok, and Instagram.
- Monitored and analysed social media performance to identify trends and optimise future campaigns.
- Edited posters using Canva and built websites using GoDaddy and Wix.

Digital Marketing & Administrative Coordinator | Home First Properties

August 2022 - November 2024

- Assisted clients with property and service enquiries, maintaining accurate contact records.
- Captured tenant and client data in Excel databases for tracking and correspondence.
- Prepared marketing and administrative reports for management review.
- Scheduled appointments, handled email correspondence, and maintained documentation.
- Planned and coordinated public awareness campaigns showcasing community outreach and product importance.

- Organised and participated in community events to promote brand awareness and initiatives.

Sales, Marketing & Customer Service Assistant | Build It (Hardware)

April 2021 - June 2022

- Assisted walk-in clients with quotations, product information, and payment processing.
- Recorded daily transactions and assisted with cash-up reports.
- Handled filing, record-keeping, and administrative tasks.
- Supported management with community events, sales promotions, and stakeholder communication.
- Strengthened client satisfaction through friendly, efficient service and follow-ups.
- Assisted with writing reports and minutes after meetings.
- Planned and executed community outreach programs through sport, building relationships with a local soccer club and schools.
- Encouraged community participation in university sport events and coordinated marketing efforts for tournaments, matches, and athletic programs.
- Managed campaign budgets, ensuring cost-effective use of resources.

EDUCATION

- National Diploma in Marketing - Walter Sisulu University, 2021
- National Senior Certificate (Grade 12) - Idutywa School of Excellence, 2016

CERTIFICATIONS

- Digital Marketing: Crafting a Winning Strategy - Mancosa
- Skill Up in Excel and Accounting - EDUCBA
- Advanced Microsoft Office Suite - Speccon Holdings
- Risk and Project Management Tools - Speccon Holdings
- Data Capture and Processing - MoveUp (Nedbank)

ACHIEVEMENTS

- Completed Microsoft Digital Literacy (Yenza Izinto Program)
- Participated in Web-Based Supply Chain Management Practice Program

REFERENCES

Nathi Diketane - Manager, Sales & Marketing, Qube Industries (Pty) Ltd

Nathidiketane@gmail.com | 087 538 7654

Mayibongwe Sosibo - Candidate Property Practitioner, Home First Properties

Mayibongweto1@gmail.com | 011 427 5523

Sniko Pohlo - Branch Manager, Build It (Hardware)

snikopohlo@herbertgroup.co.za | 039 251 0751