

REFILWE THELMA MADALE

Administrative and Office Support Professional

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PROFILE

Administrative Professional with experience in office administration, customer service, records management and operations support. Skilled in communication, documentation and coordinating daily tasks. Proficient in Microsoft office and committed to accuracy, efficiency and professional service.

CORE SKILLS

- **Office Administration**
- **Records and Documentation**
- **Client Communication**
- **Operations and Project Support**
- **Scheduling and Task Coordination**
- **Microsoft Office and google Workspace**
- **Team Collaboration and Problem solving**

PROFESSIONAL EXPERIENCE

Learnership Contact Centre Agent — Okley & Lulaway | *Mar 2026 – Sept 2026*

- Completed a 6months SETA – Accredited work readiness and employment program.
- Handled inbound and outbound customer inquiries, resolving complaints efficiently.
- Utilized digital skills lab tools to update customer records and log service requests.
- Maintained target performance metrics regarding call handling time and quality.

Excelerate / Saint Louis University| Remote
Oct 2025 – Feb 2026

Project Management Trainee Intern | *Oct 2025 – Nov 2025*

- Supported Project planning, scheduling, budget tracking and risk management.

Customer Insight & Data Analytics Intern (Star Performer) | *Jan 2026 – Feb 2026*

- Analysed customer data sets to identified trends and supported data-driven decisions.

Administrator — Boost Academy Independent School | *Apr 2024 – Dec 2024*

- Managed daily office operations including filing systems, scheduling and records management.
- Prepared reports, correspondence and official documentation to ensure accuracy, compliance and professional presentation.
- Supported management with project coordination, monitoring timelines and deliverables to consistently meet targets.

Administrative Assistant — ORT SA – Youth Employment Service Programme | *Mar 2023 – Apr 2024*

- Delivered front-desk and administrative support in a high-volume environment serving 200+ clients, managing schedules, correspondence and handling walk-in public queries.

- Maintained financial and operational records with precision, ensuring compliance, confidentiality and seamless information accessibility.
- Optimised digital filing systems to improve record management, making document retrieval faster and more efficient.

Sales Assistant — Woolworths | *Aug 2021 – Mar 2023*

- Delivered customer service supporting smooth daily operations and client satisfaction.
- Operated POS Systems, processed high volume cash and card transactions and completed daily cash reconciliation accurately.
- Assisted customers with product and transaction related queries while maintaining professional service in a busy retail environment.

EDUCATION

Bachelor of Arts in Humanities — Developmental Studies & Sociology University of Johannesburg | Completed
- 2020

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- **Customer Insight & Data Analytics Certificate** | Excelerate / Saint Louis University (Feb 2026)
- **Project Management Trainee Certificate** | Excelerate / Saint Louis University (Nov 2025)
- **Introduction to Financial Management & Budgeting** | National School of Government (Jun 2025)
- **Introduction to Operations Management Framework** | National School of Government (Jun 2025)
- **Introduction to Project Management** | National School of Government (May 2025)
- **Office Management** | IQ Academy (March 2025)
- **Quality Work Experience Certificate** | Youth Employment Service (YES) Programme (Apr 2024)

REFERENCES

MS Yolly M

Manager, Okley consultants

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Ms. Siobhan McClean

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