

NTOMBIFUTHI NHLABATHI

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PROFESSIONAL SUMMARY

Dedicated and detail-oriented Data Capturer with experience in capturing, verifying and maintaining accurate records within government and public service environments. Skilled in data entry, document validation, records management, Microsoft Office, SAP CRM and customer service. Able to work under pressure while maintaining confidentiality, accuracy and compliance with Batho Pele Principles. Strong organisational, communication and problem-solving skills with a commitment to delivering efficient administrative support.

WORK EXPERIENCE

Data Capture/ Registration Clerk

July 2023 – June 2025

City of Johannesburg Metropolitan Centre
Johannesburg

- Captured and updated 200+ client records weekly using SAP CRM while maintaining high data accuracy.
- Verified and validated 100+ client documents daily to ensure compliance and data integrity.
- Generated weekly and monthly reports using Microsoft Excel.
- Digitised and archived 500+ physical records into electronic filing systems.
- Assisted 40–60 clients daily, resolving enquiries professionally.
- Applied Batho Pele Principles to ensure high-quality public service delivery.
- Maintained strict confidentiality of sensitive information.
- Reviewed records to identify and correct missing or incorrect information.
- Assisted with document retrieval and administrative support.
- Updated registers, spreadsheets and monthly statistics.

Data Capturer (Part-time/Election Contract)

May 2019 – May 2024

Electoral Commission of South Africa(IEC)
Johannesburg

- Assisted voters with registration and verification of personal information.
- Captured and updated voter details accurately on the registration system.
- Maintained accurate records and ensured confidentiality of voter information.
- Worked effectively as part of a team to support election and voter registration activities.
- Captured voter registration and election data accurately into the IEC system.
- Verified and updated voter information to ensure accuracy and completeness.
- Corrected data errors and resolved discrepancies.
- Assisted with administrative duties, including photocopying, scanning, and document management.

Administration Assistant

Jan 2021 – Dec 2021

Quest Solutions Group
Johannesburg

- Provided administrative and clerical support to ensure efficient office operations.
- Managed filing systems and maintained accurate records and documentation.
- Prepared reports, correspondence, and other office documents.
- Answered telephone calls, responded to emails, and handled enquiries professionally.
- Used Microsoft Office applications, including Word, Excel, and Outlook, to perform daily tasks.
- Supported team members with administrative tasks and special projects.

EDUCATION

National Senior Certificate

Malvern High School

2014

SKILLS

- SAP CRM Data Capturing
- Microsoft Excel
- Client Service & Public Interaction
- Microsoft Office Suite
- Batho Pele Principles
- Office Administration
- Customer Service
- Telephone Etiquette
- Teamwork & Collaboration
- Communication Skills
- Problem-Solving Skills
- Data Capturing
- Data Verification & Validation
- Numerical Skills
- Computer Literacy
- Planning & Organising

REFERENCES

Farida Taaka Moola

Line Manager

Registration Clerk/Data Capturer , City of Johannesburg Metropolitan Centre

0825504816

Christelle Miller

Manager

Data Capturer , Electoral Commission of South Africa(IEC)

0823005619

Zanele Makgetha

Manager

Administration Assistant , Quest Solutions Group

0824056384