

Joyce Keneiloe Lempetje

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OBJECTIVE

To join a company that offers me a stable and positive atmosphere and inspires me to enhance and innovate the work culture for the betterment of all parties concerned.

SKILLS

Communication, Problem Solving, Leadership, Organization, Critical Thinking, Negotiation, Adaptability, Data Analysis and Statistics, Data Entry, Research, Marketing Computer Skills, Google Analytics, Project Management, Microsoft Excel, Microsoft PowerPoint, Keynote, Google Slides, Presentation Tools, Soft Computer Skills

EXPERIENCE

Admin Assistant — Hope Technologies *August 2022 – January 2024*

- Executed record filing system to improve document organization and management.
- Answered multi-line phone system, routing calls and delivering messages to staff.
- Offered technical support and troubleshoot issues to enhance office productivity.
- Edited documents to improve accuracy of language, flow, and readability.
- Managed relational database to store information for reference, reporting, and analysis.
- Maintained company handbook to outline policies.

Phone Repair Technician — Mobicel *December 2020 – July 2022*

- Completed job reports and logs immediately following service calls.
- Maintained quality assurance and customer satisfaction objectives.
- Read manuals and manufacturer instructions to install and troubleshoot devices.
- Set up and performed test activities; installed replacement batteries, maintaining strict adherence to safety protocols.
- Reset and restored mobile operating systems.

Technician — University of Johannesburg *April 2018 – April 2019*

- Provided technical guidance and support to lecturers.
- Troubleshoot malfunctioning hardware and software deployments to support operations.
- Implemented corrective action procedures within prescribed guidelines for issues.

EDUCATION

Information Technology: Technical Support — EOH *2019*

Information Technology: Computer Applications — CAT College *2015*

Matric — Balmoral College *2011*

LANGUAGES

English, Sesotho, IsiZulu

REFERENCES

Boipelo Mabyane — Manager, University of Johannesburg

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Tsholofelo Mooketsi — CEO, Hope Technologies

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