TOBELA TSHICILA

ADMINISTRATION ASSISTANT | OFFICE ADMINISTRATION | CUSTOMER SERVICE

Location: Luka, Rustenburg, North West • **Contact:** 074 711 6535 • **Email:** tshicilatobela@gmail.com

PROFESSIONAL PROFILE

Detail-oriented and committed administration professional with a National Certificate in Public Management N4–N6 and practical experience in customer service, data capturing, office administration, record keeping, and sales support. Experienced in maintaining customer databases, handling enquiries, preparing reports, managing registers, and supporting day-to-day office operations. Proficient in Microsoft Word, Excel, and Outlook, with practical training in modern AI productivity tools including ChatGPT, Gemini, and Canva. Known for clear communication, organizational efficiency, high accuracy, and a service-oriented mindset guided by Batho Pele principles.

CORE SKILLS & COMPETENCIES

- **Administrative Operations:** Office Administration, Record Keeping, Filing & Registry, Document Archiving
- **Data Management:** Data Capturing, Database Upkeep, Report & Correspondence Preparation
- **Client & Public Service:** Customer Service Excellence, Enquiry Resolution, Batho Pele Principles, Stakeholder Engagement
- **Software & Productivity Tools:** Microsoft Word, Excel, Outlook; AI Productivity Tools (ChatGPT, Gemini); Canva
- **Operational Support:** Stock Handling & Verification, Time Management, Workflow Prioritisation, Minutes Taking

PROFESSIONAL EXPERIENCE

General Worker / Stock Handler — Portaselar — **Jul 2026 – Aug 2026**

- Offloaded and unloaded blanket consignments safely, ensuring proper care and handling of products.
- Inspected incoming stock consignments against delivery manifests for quantity accuracy and defect detection.
- Systematically arranged and staged stock within the facility to streamline order fulfillment and logistics.

Sales Specialist – FTTH — Hypa Fibre, Johannesburg — **Jan 2026 – Jun 2026**

- Captured customer records and maintained clean, accurate client databases during sales and sign-ups.
- Delivered frontline customer support, addressing client inquiries promptly throughout the fibre rollout.
- Provided end-to-end administrative assistance across fibre activations while keeping meticulous documentation.

Facilitator / Promoter — IGADCI (NPO), Lusikisiki — **Sep 2024 – Jan 2025**

- Coordinated community health and social awareness initiatives and managed daily attendance registers.
- Captured field programme data and compiled structured evaluation reports for IGADCI and the National AIDS Council.
- Liaised with community participants and assisted in organizing schedules and session materials.

Educator Assistant / Administration Support — Canhams Junior Secondary School, Lusikisiki — **Apr 2023 – Dec 2023**

- Provided comprehensive office support including document typing, bulk printing, scanning, and photocopying.
- Maintained, organized, and retrieved confidential learner academic files and documentation.
- Drafted formal correspondence and assisted with communication channels between the school and parents.

EDUCATION & QUALIFICATIONS

National Certificate: Public Management (N4–N6) — **2018 – 2021**

Western TVET College, Krugersdorp Campus

Key Modules: Organisational Management, Community Development, Public Policy Analysis, Project Management.

National Senior Certificate (Grade 12) — **2014 – 2016**

Mhlanganisweni Commercial & Technical High School, Port St Johns

COURSES & CERTIFICATIONS

- **AI Skills Acceleration Program** – CAPACITI (Aug 2026): Google-certified training covering AI tools for customer support, sales data analysis, marketing content, and retail efficiency (ChatGPT, Gemini, Canva).
- **Occupational Health & Safety (OHS) Basic Certificate** (Jul 2026): Risk assessments, OHS legislation, workplace hazard identification, and emergency preparedness.
- **Ethics in Sales Management** – The HUB Online Course (Mar 2026): Workplace ethics, organisational conduct, and compliance policies.

LANGUAGES

IsiXhosa (Native) • English (Professional Working Proficiency) • IsiZulu (Fluent) • Sesotho (Conversational)

PROFESSIONAL REFERENCES

Mr. M. Tshicila
Professional Reference
Tel: 082 442 0527
Email: mzitshicila@gmail.com

Mr. N. Bikitsha
School Principal
Canhams Junior Sec. School
Tel: 083 660 3897

Mr. L. Mvunelo
Programme Manager
IGADCI, Eastern Cape
Contact details available on request