

# Marcia Mukhubu

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## Summary

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Dedicated and detail-oriented professional with experience in administration, customer service, and sales. Skilled in data capturing, record management, and client support with a strong focus on accuracy and efficiency. Recognized for excellent communication, problem-solving, and teamwork. Currently expanding my expertise through studies in an Anti-Money Laundering learnership to build stronger knowledge in compliance, risk, and sustainable practices.

## Experiences

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### Slovoville Primary School | Soweto, Gauteng

#### General Assistant | 06/2025 - 11/2025

- Assisted teachers with daily classroom and school activities.
- Performed general administrative duties such as filing, printing, photocopying, and data capturing.
- Performed general office and administrative duties.

### Tarsus Technology | Sandton, Gauteng

#### Junior IT Sales Assistant | 01/2021 - 12/2023

- Assisted the sales team with selling IT hardware, software, and related solutions.
- Helped customers choose suitable IT products based on their needs and budget.
- Prepared quotes, processed orders, and followed up on customer enquiries.

### Kgatelopele Secondary School | Soweto, Gauteng

#### Admin Assistant | 02/2019 - 12/2020

- Drafted and managed official correspondence, including letters and reports.
- Facilitated learner admissions and maintained accurate student records on SASAMS.
- Organized and distributed payroll documents for staff.
- Coordinated examination logistics, including preparation and seating plans.
- Managed photocopying, scanning, and filing of documents to ensure efficient workflows.

### iTalk Call Center | Johannesburg, Gauteng

#### Sales Agent | 11/2016 - 11/2018

- Made inbound and outbound sales calls to customers.
- Spoke to customers to understand their needs and offered suitable products or services.
- Met daily and monthly sales targets.

### Bayport Financial Services | Sandton, Gauteng

#### Sales Assistant | 01/2014 - 11/2016

- Assisted clients with loan applications, ensuring timely processing and accurate documentation.
- Provided information on insurance products and guided customers in selecting appropriate coverage.
- Maintained a high standard of customer service to build lasting client relationships.

## Education

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### Navigate Compliance | Johannesburg

#### Anti-Money Laundering

- Currently enrolled in an Anti-Money Laundering (AML) learnership covering financial crime prevention, due diligence, and regulatory compliance.

### University of South Africa (UNISA) | Pretoria, South Africa

#### Higher Certificate in Life and Environmental Sciences | 10/2019

### Energy and Water Sector Education and Training Authority | Johannesburg

#### Water and Wastewater Treatment Process Control Supervision | 06/2012

### Ndaedzo Secondary School | Thohoyandou, Limpopo

#### Matric/Grade 12 | 12/2011

## Skills

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Administrative Support & Organization, Problem Solving & Critical Thinking, Planning & Time Management, Communication & Team Collaboration, Microsoft Office, Computer literacy, Filing, Customer service, cus

## Certificates

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YES4YOUTH Program (2020), Office Administration Introduction (2025), Occupational Health and Safety Basic Certificate (2025), TELF (2025)

## Languages

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English: Fluent, Tshivenda: Native, Zulu: Conversational, Xitsonga: Conversational

## References

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References available upon request.