



# MMABATHO TLOU

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## Profile

A highly competent, motivated and enthusiastic administrative assistant with experience of working as part of a team in a busy office environment. Well organized and proactive in providing timely, efficient and accurate administrative support to office managers and work colleagues. Approachable, well presented and able to establish good working relationships with a range of different people. Possessing a proven ability to generate innovative ideas and solutions to problems. Currently looking for a suitable position with a reputable and ambitious company.

## EXPERIENCE

### CUSTOMER SERVICE ADMINISTRATOR (TEMP)

IFM Headquarters

**FEB2023- DEC2023**

- Capture proof of delivery documents on an excel report.
- Upload proof of delivery documents to the CRM system
- Maintain the general office filing system.
- Compile and submit monthly proof of delivery report to line manager.
- Report any delivery discrepancies to line manager.

### SERVICE ADMINISTRATOR

Barloworld Equipment

**2018-2020**

- Creating purchase requisitions on SAP
- Creating outbound for outgoing machines
- Liase with supervisor for admin requirement
- Assisting in control of work in progress (WIP)
- Formalizing documents for customers (Service reports, Quotations and invoices)
- Administering end to end service process in CRM/SAP
- Create, process and closing jobs in CRM/SAP
- Create and accept Quotes
- Ordering parts
- Verify archives and follow up
- Updating of files and filling
- End to end of contracts process

## ACADEMIC HISTORY

Diploma in Administration

Mentor Business College

2000 - 2002

I.T Programming

Rose bank College

2006 - 2008

Learnership in System Development

NQF Level 4

Torque I.T

2004

## SKILLS

Teamwork

Leadership

Time Management

Empathy

Flexibility

Active listening

Adaptability

Attention to detail

Effective communication



## RECEPTIONIST

Barloworld Equipment

**2016 - 2018**

- Serves visitors by greeting welcoming and directing them appropriately
- Notifies company personnel of visitor arrival
- Maintains security and telecommunications systems
- Informs visitors by answering or referring inquiries
- Allowing access to other employees, answering phones, giving directions, manage the flow of traffic in the office.
- Adherence to Policies and Procedures
- Professionalism

## COSTING CLERK (INTERN ROLE)

Barloworld Equipment

**2014 - 2015**

- Opening notifications and main service orders;
- Creating requests for Quotations and quotations for customers;
- Accepting quotes and giving a job the go-ahead;
- Capturing labor; customer billing and creating outbound (Dispatch forms); and
- Closing jobs, creating report variants (display service orders), and charging stands.
- Opening jobs and creating quotations;
- Billing jobs and creating order numbers;
- Monitoring the stock of parts, ordering parts, and filing.
- Ordering parts for supervisors. Preparing jobs for warranty. Updating, processing, and filing of all documents.

## PROVISIONING CLERK

Department of Water Affairs and Forestry

**2010-2010**

- Working as part of a team and supporting the General Manager.
- Responsible for the day-to-day tasks and administrative duties
- Capturing database forms as well as office duties including the filling.
- Dealing with customers queries at the office.
- Supplying documents to other departments and capturing database forms.
- Handling incoming / outgoing calls, correspondence and filing.
- Faxing, printing, photocopying, filing and scanning.
- Keeping records.
- Updating, processing and filing of all documents.

## DOCUMENT CONTROLLER

South African Revenue Service

**2005-2008**

- Manage and oversee document control processes
- Maintain accurate and up-to-date records of documents
- Revise and update documents as necessary
- Support project teams in document management activities

## AREAS OF EXPERTISE

- Web Design
- Design Thinking
- Wireframe Creation
- Front End Coding
- Computer Literacy
- Project Management Tools
- Communication
- Customer Service
- Interpersonal Skills
- Leadership
- Problem Solving

## REFERENCE

Manqoba Mlombo  
IFM Electronic  
Customer Service Manager  
0124500400  
073 998 7927

Ms Patricia Moakamedi  
Barloworld Equipment  
Supervisor  
(011) 9290697  
0736077776

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Affairs and Forestry  
General Manager  
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