

NTSWAKI GIFT MAKODI

VIRTUAL ASSISTANT | ADMINISTRATIVE & CUSTOMER SUPPORT

South Africa | 076 055 2694 / 083 338 0739
NkabanhleGN09@gmail.com



PROFESSIONAL PROFILE

Reliable and organised Virtual Assistant and administrative professional with 12 months of school administration experience and 5+ years of customer service experience across hospitality and retail. Experienced in reception, telephone communication, data capturing, electronic filing, scheduling, customer support and handling confidential information. Comfortable learning new digital tools and working remotely. Currently building further digital and professional skills through ALX ongoing learning and practical job simulations.

CORE VA SKILLS

- Email and inbox support • Calendar and appointment scheduling • Data entry and data capturing
- Customer service • Telephone etiquette • Front-desk and reception support • Record keeping
- Document preparation • Electronic filing • Internet research • Task organisation and follow-up
- Confidential information handling • Communication • Time management • Attention to detail

TOOLS & TECHNOLOGY

- Google Workspace: Gmail, Google Docs, Google Sheets, Google Drive, Google Calendar, Google Meet
- Microsoft Office: Microsoft Word, Microsoft Excel, Microsoft Outlook, Microsoft PowerPoint
- Productivity & project tools: Notion, Trello, Asana
- Communication tools: Microsoft Teams, Zoom, Slack
- CRM & scheduling tools: HubSpot CRM, Salesforce, Calendly
- AI productivity: ChatGPT

SKILLS

- Administrative Support • Virtual Assistance • Email Management • Calendar & Appointment Scheduling • Customer Service & Client Support • Telephone & Written Communication • Data Entry & Data Capturing • Document Preparation & Formatting • Electronic Filing & Record Management • Internet Research • Task & Time Management • Attention to Detail • Confidential Information Handling • Problem Solving & Conflict Resolution • Teamwork & Collaboration • Adaptability & Fast Learning • Professional Communication • Organisation & Follow-up

PROFESSIONAL EXPERIENCE

School Administrator | Foundation College Kids, Mbombela | 2025 | 12 months

- Managed the front desk, welcomed parents and learners, and handled confidential filing.
- Operated the switchboard, directed calls and took accurate messages.
- Captured learner data and attendance using computer systems.
- Assisted with typing, photocopying, document handling and appointment scheduling.

Chef / Customer Service | Doppio Zero, Ilanga Mall, Mbombela | 2023-2025

- Delivered professional customer service in a high-pressure, upscale restaurant environment.
- Handled customer queries and complaints calmly and professionally.
- Worked collaboratively with the team to maintain service quality and speed during busy periods.
- Maintained stock-control and workplace standards.

Deli Assistant | Super Spar Quarry, Mbombela | 2017-2019

- Served customers and operated the till with accurate cash and card handling.
- Supported stock rotation and monitored expiry dates.
- Maintained a clean work area and followed health and safety procedures.

PROFESSIONAL DEVELOPMENT & CERTIFICATIONS

- Forage — Customer Service Job Simulation, completed September 2026. Practical tasks included password reset support and assisting a client with a withdrawal.
- Forage — Walmart USA Pharmacy Technician Job Simulation, completed September 2026.
- ALX — Ongoing learning and professional development in digital and workplace skills.

EDUCATION

- National Senior Certificate — ML Sultan Secondary, Pietermaritzburg (2014)

ADDITIONAL INFORMATION

- Languages: English and IsiZulu — fluent spoken and written
- Computer literacy: MS Word, MS Excel, MS Outlook, email, internet, electronic filing systems and data capturing (35+ WPM)
- Driver's licence: Code 10 (renewal in progress)
- References: Available on request