

# TSHEPISO RAMATLA

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## SUMMARY

Motivated and adaptable graduate with a Bachelor of Arts in Political Science and Media Studies from the University of the Witwatersrand. I bring over two years of experience in communication-focused roles, including English language instruction and monitoring parliamentary committee proceedings. Skilled in research, report writing, stakeholder engagement, and digital tools. I am passionate about public service, community development, and data-informed decision-making. Recognised for professionalism, attention to detail, and the ability to work both independently and collaboratively in fast-paced environments. Currently completing a short course in Digital Marketing, with hands-on experience in tools such as Google Analytics, SEO, and content creation.

## KEY SKILLS

- Excellent written and verbal communication.
- Research & Report Writing.
- Public Policy & Administration Knowledge.
- Administrative & Project Coordination.
- Social Media Content Creation.
- Digital Marketing Basics (Google Ads, SEO, etc.)
- Attention to Detail.
- Team Collaboration & Independent Work.
- Time Management & Organisation.

## PROFESSIONAL EXPERIENCE

### Monitor, Parliament Monitoring Group

Jan 2023 - Nov 2023

#### Remote

- Attended over 50 parliamentary committee meetings of the National Assembly and NCOP.
- Drafted concise and accurate reports summarising key proceedings and legislative discussions.
- Analysed committee documents to assess policy and legislative impacts.
- Delivered timely reports to inform stakeholders and policymakers.

### English Language Consultant, Lemon Dry (PTY) Ltd

Mar 2023 - Present

#### Remote

- Deliver online English lessons to students globally.
- Maintain high student ratings and engagement.
- Customize learning experiences to meet diverse needs.
- Strengthen intercultural communication and virtual teaching skills.

### Call Centre Agent, US Global Marketing

Oct 2024- Apr 2025

#### Remote

- Managed a high volume of inbound and outbound calls to US-based clients.
- Promoted products and services, delivering persuasive sales pitches.
- Maintained professional communication, resolved client queries, and ensured customer satisfaction.
- Resolved customer queries and maintained satisfaction standards.
- Consistently achieved and exceeded sales targets and KPIs.
- Logged client interactions and call outcomes in CRM systems.

**Volunteer, Outreach Foundation**  
**Johannesburg, CBD**

**Sep 2019- Oct 2019**

- Assisted with planning and budgeting of educational workshops.
- Supported children with learning activities and academic assistance.
- Participated in youth leadership development programmes.
- Contributed to community development through arts and skills-based projects.
- Promoted the foundation's mission to empower inner-city residents.

**EDUCATION**

**Bachelor of Arts Degree**

**Feb 2020 - Nov 2024**

**University of Witwatersrand**

- Majored in Political Science and Media Studies.
- Focused on research in governance, public administration, policy analysis, and the media's role in society.
- Included IsiZulu as an elective.

**National Senior Certificate**

**Jan 2013 - Dec 2017**

**St. Matthews Private Secondary**

- Bachelor's Pass.
- Subjects: Mathematics, Business Studies, Life Science, Accounting, English First Additional Language, Sesotho Home Language, & Life Orientation.

**ADDITIONAL INFORMATION**

- **Languages:** English (Fluent), Sesotho (Native), IsiZulu (Proficient).
- **Certifications:** TEFL Certificate completed in 2023.
- **Awards/Activities:** Merit Award in IsiZulu (2019-2021).
- **Digital Marketing Short Course in progress:** (Includes Google Analytics, SEO, Social Media, Email Marketing).