

MMANHLEDI PAUL MOENG

CONTACT

- 066 207 6715
068 023 8031
- paulmoeng2021@gmail.com
- Tembisa, Kempton Park,

SKILLS

- Client Relationship Management
- Dispute Resolution
- Policy Interpretations
- Stakeholder Engagement
- Administration support

EDUCATION

- Richfield Graduate Institute of Technology**
Bachelor of Science in Information Technology - Systems Engineering (2017-2019)
- Mochedi Secondary School**
National Senior Certificate (2016)

SOCIAL MEDIA

<https://www.linkedin.com/in/paul-moeng>

LANGUAGES

- English ●●●●●

PROFILE

Seasoned and committed professional with over 5 years of experience successfully providing comprehensive administrative and operational services. I hold a B.Sc. in Information Technology, which underpins my technical competence and proficiency in various computer applications. I have proven knowledge and can easily adapt to working in highly pressured environments with strict deadlines and multiple deliverables. My strengths lie in my strong leadership and management skills, my ability to handle several tasks simultaneously in a calm and effective manner, and my commitment to detail, execution, focus, and timing. I am self-driven and passionate about supporting the business to achieve its objectives through sound and effective skills.

WORK EXPERIENCE

Driving Sense

Feb 2020 - Oct 2025

Business Support Manager

- Responsible for maintaining quality service by establishing and enforcing statutory and organization standards within the job function.
- Duties include reporting on and managing the Quality Management System (QMS), ensuring the promotion of customer requirements awareness, and resolving quality issues. I manage the retrieval system for training records, assessment records, and the certificate filing room, including issuing client certificates and operator carry cards.
- Managing high-volume administrative tasks, including:
- Customer Service:** Responding promptly to inquiries via email, chat, and social media; providing accurate product information; troubleshooting technical issues; and ensuring customer satisfaction. I handle basic technical issues and guide clients on using our software (Vault) effectively.
- Portfolio Management & Verification:** Collecting Portfolios of Evidence (POEs), checking documents for compliance with standards, escalating discrepancies, and maintaining daily logs of outstanding documents. I validate the collection of learners against the Training Schedule and verify assessor accreditation.
- Compliance & Operations:** Ensuring all tasks comply with QCTO and TETA monitoring tools, implementing workplace safety policies, maintaining a clean office environment, and managing all incoming documentation alignment with TETA, QCTO, and Driving Sense compliance standards. I develop and implement an annual quality training plan, monitor workforce capacity, coordinate routine maintenance, and conduct internal audits to ensure operational compliance. I enforce strict controls to prevent unauthorized certificate issuance.
- Leadership:** I lead and mentor employees, ensuring they have the resources and guidance needed

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CERTIFICATIONS

- **Fire Fighting Certification:** Practical training in fire prevention, emergency response, and safe use of firefighting equipment.
- **Quality Management Systems (QMS):** Training in QMS principles, documentation, and implementation aligned with ISO standards and continuous improvement practices.
- **Facilitation and Assessor Certification:** Competent in facilitating adult learning and conducting outcome-based assessments, aligned with SAQA and SETA requirements.

SKILLS AND COMPETENCIES

I am proficient in Computer Skills including MS Excel, PowerPoint, Word, Access, and Internet Explorer, and various other software. I am familiar with remote communication tools (Zoom, Slack, Teams) and Sage systems for invoicing, checking customer payments, and monthly transactional reports. I am tech-savvy with the ability to troubleshoot basic technical issues, manage tasks concurrently, and adapt quickly to a changing environment. My soft skills include Strong Leadership and Management Skills, Effective Communication, Active Listening and Empathy, and sharp Attention to Detail. I am naturally accountable, proactive, and innovative.

REFERENCES

Roxan Reddy: Operations Director, Driving Sense, 011 974 3743, 068 070 4461 Email address: roxan@drivingsense.co.za