

# Matsila Mufhatutshedzwa

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## Objective

IIE Higher Certificate in Human Resource Practices Graduate from IIE Rosebank College, I possess knowledge and experience in general administration, research, and human resources, with strong organisational skills and a solid understanding of work ethics and with experience as an HR Assistant, I am seeking a challenging position in a progressive organisation that offers opportunities for career progression and growth.

## Experience

### Sasol

01/02/2025 – 01/06/2025

HR Assistant :

- Provide administrative support to the HR team, ensuring seamless day-to-day operations.
- Coordinate and schedule interviews.
- Conduct and participate in interview panels.
- Plan meetings and responsible for taking minutes.
- Provide excellent customer service to employees, management and external partners, responding to inquiries and resolving issues in a timely and professional manner.
- Assist in creating Appointment Letters.

### Corex Debt Solution

09/2022 - 01/2023

Legal tracing clerk :

- Sort, Organise and maintain office records.
- Reduced debt by keeping track of assigned accounts to identify outstanding debts and implemented a plan course of action to recover outstanding payments.
- Located and contacted debtors to inquire of their payment status using debt collection systems and negotiated payoff deadlines or payment plans.
- Built trust with debtors by regularly updating account status and database and maintaining up to date physical and electronic files.
- Demonstrated excellent knowledge and proficiency in using MS office suite that includes Excel, Word, PowerPoint, Outlook and OneNote.
- Maintained discipline and improved working methods and plans and organizing new standards for the benefits of the company.

### Sidqcon Pty Ltd

04/2022 - 05/2022

Call Centre Agent :

- Participated in training.
- Making outbound calls.
- Ensuring customer satisfaction.
- Management and resolved customer complaints.
- Sales.

## Education

<b>S.MAB Training Academy</b> Flight attendant	2023
<b>IIE Rosebank College</b> IIE Higher Certificate In Human Resource Practices	2021
<b>Mbilwi Secondary School</b> Matric	2017

## Skills

- HR Administration.
- Data gathering and analysis.
- Excellent Communication Skills (verbal and non-verbal).
- Customer Service Skills.
- Computer Skills (Proficient with Microsoft Word, PowerPoint and Excel).
- Planning and Organising.
- Attention to detail.
- Record Keeping.
- Analytical Thinking.
- Time Management.

## Reference

- Boitumelo Phasha  
Corex Debt Solution  
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- Teboho Mafokeng  
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