



# Nkele Raesibe Phasha



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 Nkele Raesibe Phasha

A dynamic, results driven professional with a long-standing record of providing an excellent service. A skilled communicator and listener with a knack for remedying conflict, and keen organizational skills which allow for effective delivery of outstanding service. Recognized for always maintaining the highest level of integrity and dedication to providing a reliable and friendly service without compromising the reputation or competency of the organization. Can equally work alone or as part of a team. With superb communication skills and can easily engage in conversation with anyone, building rapport and asking questions in order to get a better understanding of their needs. With a proven ability to solve problems quickly and efficiently, and create high-quality professional relationships with stakeholders.

## Academic Qualifications

2009 **Bachelor of Administration**  
University of Limpopo

2006 **Grade 12, Senior Certificate**  
Morokalebole High School

## Other Certificates

- Certificate in Office Administration – Pro-Active College
- Certificate in Computer Literacy – University of Limpopo

## Key skills & Competencies

- Diverse professional experience, including the planning, development and deployment of best practices.
- Always maintains a positive and consummately professional demeanor, with ability to instill the trust and engagement of others.
- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
- Talented in dealing with multiple assignments at once and an ability to meet deadlines and complete accurate work at all times.
- Excellent written and verbal communications skills, including dealing with reports and giving formal presentations.
- Flexible individual who understands that duties sometimes change unexpectedly.

## Personal Profile

**Nationality**  
South African

**Gender**  
Female

**Date of Birth**  
23 May 1989

**Civil Status**  
Single

**Criminal Record**  
None

**Languages**  
English, Sepedi & IsiZulu

## Personal Skills

- Self-starter
- Team player
- Problem solving
- Decision making
- Interpersonal skills
- Leadership skills
- Communication skills
- Time Management skills

## Other Skills

- Telephone Skills
- Customer Service
- Complaint Handling
- Conflict Resolution
- Administrative Support
- Data Entry & Typing Skills
- Switchboard Operation Skills
- Research & Negotiation Skills
- Filing & Records Management
- Reporting and Presentation Skills
- Stakeholder Relations Management

## Computer Skills

- PERSAL System
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Internet & Email

## Other Knowledge

- Batho Pele Principles
- Public Service Act
- Public Service Regulations
- National Treasury Regulations
- Public Finance Management Act

## References

### **Mrs. J Van Wyk**

Club Administrator  
Pollak Park Golf Club  
**Tel: - 076 676 6311**

### **Mr. M.D Leshalabe**

Personnel Training Coordinator  
Limpopo Department of Transport  
**Tel: - 015 633 5157**

### **Mr. K.M Rahlangane**

Records Officer  
Limpopo Department of Transport  
**Tel: - 015 633 5157**

## Work Experience

### **Food Service Aid**

Pollak Park Golf Club

July 2017 – Current

#### **Major Duties**

- Managing the kitchen and ensuring that it is hygienic all the time.
- Assisting with collecting the dirty cutlery and cleaning up the dishes.
- Preparing boardrooms for management meetings, events planned and other functions.
- Preparing meals for golfers after their game.
- Assisting the event organizers with the required utensils for the functions.
- Setting up the serving space, serving the correct food as ordered, cleaning and sanitizing the whole area.
- Maintaining and ensuring highest levels of housekeeping.
- Complying with relevant safety, hygiene, and service standards and procedures.
- Operating and caring for equipment's and also report broken equipment.

### **Administration Clerk**

Limpopo Department of Transport, Sekhukhune District

March 2010 – February 2013

#### **Major Duties**

- Providing and facilitating registry counter services.
- Handling incoming and outgoing correspondence.
- Rendering an effective filing and record management services.
- Operating office machines in relation to the registry function.
- Processing documents for archiving and disposal.
- Assisting matters related to service termination.
- Assisting the Personnel Practitioner with leave management.
- Administering overtime, subsistence and travelling claims.
- Scheduling bursary applications within the district, updates and maintaining the bursary database.
- Coordinating workshops and trainings.
- Managing the Senior Manager's diary and scheduling appointments and meetings or other special events.
- Rendering an effective secretarial and office administrative support service.
- Managing all incoming and outgoing mails and telephone calls.
- Compiling and updating the mail register.
- Doing follow-ups on documents that were dispatched.
- Determining the types of reports to be compiled.
- Doing follow-ups on the flow of correspondence and files.
- Handling the travelling and accommodation arrangements.
- Creating and maintaining filing system for the office
- Maintaining the commitment register for managers and senior district managers.
- Coordinating office activities and operations to secure efficiency and compliance to organisational policies.
- Overseeing the maintenance of office facilities, and equipment.
- Tracking stocks of office supplies and placing orders when necessary.
- Compiling and submitting timely reports as assigned.