

Phindile Mokape

2357 Inlo Str Jabulani Soweto
0670831697 | phindilem0227@gmail.com

Objective

Motivated and detail-oriented professional seeking a role where I can apply strong analytical, administrative, and organisational skills to support efficient operations. Experienced in facility coordination, maintenance support, compliance monitoring, scheduling, customer service, and document management. Committed to improving workflows, enhancing productivity, and ensuring a well-managed, safe, and effective working environment.

Experience

- Dash BPO** 2023 - 2025
Facilities coordinator
 - Conducted data-driven assessments of facility performance, space utilization, and operational efficiency.
 - Managed maintenance schedules, vendor coordination, and compliance documentation.
 - Monitored KPIs, identified cost-saving opportunities, and supported long-term facilities planning.
 - Prepared reports, dashboards, and recommendations to improve safety, reliability, and asset lifecycle.
 - Access card creation and pulling report using Omnitrac
 - Manage the Security and Cleaning team
 - Assisting Health and Safety
 - Assisting with recruitment and onboarding.
 - Assistant with Payroll
- Blue Sky Vizion Pty Ltd** 2018 - 2023
Admin assistant
Managed calendars, coordinated appointments, and organized internal and external meetings.
 - Prepared reports, presentations, spreadsheets, and professional correspondence.
 - Handled incoming calls, emails, and communication on behalf of management.
 - Maintained organized filing systems (electronic and hard copy) and ensured data accuracy.
 - Supported procurement activities, processed invoices, and monitored office inventory.
 - Coordinated travel bookings, expense claims, and event logistics.
 - Assisted with HR and onboarding tasks, including updating staff records and preparing documentation.
 - Ensured smooth day-to-day office operations and provided frontline support to employees and management

- Morento Furniture** 2017 - 2018

Store Assistant

Delivered high-quality customer service, resulting in increased customer satisfaction and repeat purchases.

- Helped boost store sales by effectively upselling and promoting special offers.
- Maintained accurate cash handling with a 0% till discrepancy record.
- Improved stock organization, reducing restock time and ensuring product availability.
- Received positive customer feedback and recognition for professional and friendly service.
- Contributed to smooth store operations by efficiently managing rush-hour periods and supporting team goals.

Education

- **Vulanindlela Secondary School** 2010
Matric
Grade 12
- **Khanyile's Skill center** 2012
Computer
- **The Photo Workshop** 2015
Photography

Skills

- Basic Business Skills
- Administrative Skills and attention to detail
- Communication Skills and Multitasking
- Professionalism and Conflict Resolution

Reference

- **Bonnita Mamuremi - "Dash BPO"**
Facility Manager
Bonnita.mamuremi@dashbpo.com
0678137696
- **Itumeleng Sekokope - "Blue Sky Vizion "**
Manager
0679164994