

# SHUDUFHADZO RADZILANI

Midrand, Gauteng, 1682 | 063 470 9763 | shudufhadzomandy@gmail.com

## PROFESSIONAL SUMMARY

---

Proactive and detail-oriented graduate in Bachelor of Development with 5 years' combined experience in Office Administrator and Call Centre Administrator. Skilled in managing office tasks, scheduling, customer service and record keeping. Dedicated to supporting teams and ensuring smooth and efficient office operations.

## CORE COMPETENCIES

---

- Office Administration and Support.
- Report Preparation and Data Analysis.
- Document Preparation and Filing.
- Professional verbal and written communication.
- Data entry and reporting.
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and email management.
- Customer service.

## PROFESSIONAL EXPERIENCE

---

### Call Centre Administrator

Jan 2021- Dec 2023

### Marketing Leads Solution

Alberton, Gauteng

- Schedule shift for 30+ call centre agents, ensuring 100% coverage during peak hours and reducing understaffing incidents by 15%.
- Improved report accuracy by 20% by implementing a standardized reporting system.
- Ensured call centre operations complied with company policies and 100% adherence to data protection regulations.
- Managing office supplies like headsets, stationery, and equipment.
- Organizing staff schedules, meetings, and training sessions.

### Office Administrator

May 2018 - Mar 2020

### Nkuzi Development Association

Polokwane, Limpopo

- Managed front desk, operated switchboard, and provided professional first-line client service.
- Coordinated meetings, workshops, and travel arrangements.

- Ensured compliance with company policies and data protection standards, reducing filing errors by 30%.
- Coordinated company events attended by 100+ community members.
- Processed and tracked over 100 invoices per month, ensuring 100% accuracy and on-time payments.
- Assisted walk-in clients as well as those who called in for assistance.
- Coordinated 15+ monthly meetings and maintained accurate records for 200+ clients.
- Took accurate minutes during community and staff meetings and drafted comprehensive reports.

## CERTIFICATIONS

---

- End User Computing — Commission for Conciliation, Mediation & Arbitration (CCMA).
- Education, Training & Development — Kondi Computer Training.
- Discovery Insurance General Accreditation Assessment.
- FAIS, FICA and POPIA compliance.

## EDUCATION

---

**Bachelor of Development**

**November 2017**

**University of Limpopo**

**Polokwane, Limpopo**

Relevant Coursework: Public Administration, Project Management, Strategic Planning,  
Environmental Management, Development Planning, Project Planning.

**National Senior Certificate**

**December 2014**

**Mukula Integrated School**

**Mukula, Limpopo**

Major Subjects: Accounting, Economics, Business Studies, Mathematics.

## LANGUAGES

---

- English: Fluent
- Tshivenda: Fluent
- Sotho: Basic

## REFERENCES

---

Available upon request.