

## SICELO I. MBONAMBI

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### PROFESSIONAL SUMMARY

I am a **highly organised Administration and Operations Professional** with extensive experience across **sales administration, operations coordination, HR administration, payroll support, logistics, compliance, and customer service** within **fitness, maritime, industrial, security, and government environments**. I have strong expertise in **CRM systems, operations reporting, invoicing, payroll administration, HR processes, SAPS HRM functions, compliance, and stakeholder engagement**. I am recognised for my **accuracy, reliability, problem-solving ability, and ability to work under pressure**, and I consistently add value by ensuring **operational efficiency, compliance, and professional service delivery**.

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### CORE SKILLS & COMPETENCIES

- **Sales & Operations Administration**
  - **CRM Systems & Data Management**
  - **Compliance & Record Accuracy**
  - **Payroll Administration & HR Support**
  - **Customer Service & Client Liaison**
  - **Invoicing, Costing & Reconciliations**
  - **Logistics, Dispatch & Stock Management**
  - **Incident Reporting & Documentation**
  - **Problem Solving & Conflict Management**
  - **Office Administration & Coordination**
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### PROFESSIONAL EXPERIENCE

**Planet Fitness** | Sales Administrator |

November 2022 – Present

#### Duties & Responsibilities:

- Provide **sales and administrative support** to club operations
- Verify and maintain **member profiles** in line with **compliance requirements**
- Load and manage **CRM queries, payment linkages, and refunds**
- Process **removal of debit orders (RDs)** and refund requests
- Perform **banking administration and reconciliations**
- Maintain accurate **sales, payment, and compliance records**
- Support customer queries professionally and efficiently

#### Key Achievements:

- Improved **accuracy of member profiles and payment records**
  - Contributed to **smooth sales operations and customer satisfaction**
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**Duties & Responsibilities:**

- Performed **end-to-end operations administration**
- Compiled detailed **incident and operational reports**
- Conducted **job costing and invoicing**
- Opened, updated, and closed jobs on **Evolution systems**
- Ensured **accurate documentation and compliance** throughout job cycles
- Liaised with operations teams and clients to ensure service delivery

**Key Achievements:**

- Maintained **accurate job costing and invoicing records**
- Supported **efficient contract and operations close-out**
- Recognised for **reliability and attention to detail**

**Duties & Responsibilities:**

- Delivered **professional customer service** and client engagement
- Managed **dispatching and tracking of SD cards**
- Captured **import, export, and Toyota SA Motors reports**
- Maintained **daily, weekly, and monthly operational reports**
- Managed **procurement, stock control, and inventory management**
- Coordinated **vehicle maintenance, office maintenance, and renewals**
- Processed **fuel slips, invoices, and supplier follow-ups**

**Key Achievements:**

- Improved **accuracy of reporting and stock control**
- Supported **efficient operations across three ports**

**Duties & Responsibilities:**

- Processed **end-to-end payroll** (weekly, bi-weekly, monthly)
- Maintained **payroll systems and leave planning systems**
- Prepared **wage analysis and payroll reports**
- Managed **leave, sickness, and overtime records**
- Responded to payroll-related queries from staff and management
- Ensured compliance with **payroll procedures and statutory returns**

**Key Achievements:**

- Ensured **accurate and timely payroll processing**
  - Supported **budgetary and cost analysis requirements**
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**The Workforce Group – Chester Wholesale Meats** | Debtors / Creditors Clerk |  
April 2014 – November 2014

**Duties & Responsibilities:**

- Managed **accounts receivable and payable**
- Captured and processed **invoices and account data**
- Liaised with clients regarding **payment queries**
- Maintained accurate **accounting records**

**Key Achievements:**

- Improved **account query resolution turnaround times**
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**South African Police Service (SAPS)** | HR & Administrative Officer (Combined Role) |  
October 2008 – October 2013

**Duties & Responsibilities:**

- Rendered **HRM and personnel administration support**
- Managed **employment equity, establishments, promotions, and performance enhancement**
- Compiled **annual HR statistics and reports**
- Supported **EPMDS committees** and rendered secretarial services
- Conducted **needs analysis, shortlisting, interviews, and recruitment support**
- Managed **leave schedules, absenteeism reports, and timekeeping**
- Handled **IOD claims, incident reports, and disciplinary processes**
- Maintained **confidential employee records and data capturing**
- Provided **general office administration and staff support**

**Key Achievements:**

- Contributed to **effective HR reporting and compliance**
  - Recognised for **confidentiality, accuracy, and professionalism**
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**EDUCATION**

- **Grade 12** | Umlazi Comtech High school | 2003
  - **Bachelor of commerce in supply chain management** | Regent college | 2023 to 2027
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**REFERENCES**

- **Kerry**  
Assistant Manager | Spill Tech | Contact Number: **076 797 6769**
- **Zakhele Magwaza**  
HR Manager | South African Police Service | Contact Number: **071 766 3696 / 031 319 2214**
- **Nokulunga Zondo** | Operations Manager Chester Wholesale Meats | Contact Number: **073 944 6262**