

VHULENDA MAKHADO

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Learners License: C1

PROFESSIONAL SUMMARY

A highly focused and academically qualified professional with over 5 years of diverse experience, supported by a BCom degree in Industrial Psychology. Currently thriving as a Human Resource Administrator Intern, with extensive knowledge in end-to-end recruitment and selection processes, Sage 300 system administration, and employee relations and wellness support at the Agricultural Research Council. Well-versed in key labour legislation, including the EEA, BCEA, and POPI Act. Demonstrates exceptional administrative and records management skills. Additionally, brings prior experience as a call center agent, showcasing strong communication and customer service abilities.

EXPERIENCE

AGRICULTURAL RESEARCH COUNCIL: ANIMAL PRODUCTION

01 August 2024 – Present

HR Administrator Intern

Recruitment and Section

- Draft Adverts.
- Organize venues, dates and times for shortlisting and interviews.
- Coordinate shortlisting and interview processes.
- Prepare Interview Packs (Interview Agenda, Panel declaration forms, panel decision form, register, interview scoring sheets).
- Submission of ID and qualifications for verification.
- Doing reference and personnel suitability checks for the first preferred candidates.
- Drafting of PP12 (request to appoint).
- Drafting of offer letters and contracts for permanent, fixed term and temporary employees.
- Appointing new employees on Sage System.
- Responsible for preparation of onboarding documents.
- Preparing payroll advice for the new employees.
- Drafting and designing new employee's communications.
- Filling of Interview documentations and employee's files.
- Maintaining of the recruitment data base.
- Providing logistical support on recruitment and selection procedures to the line and departmental managers.
- Promote positive employee relations and employee engagement.
- Compiling submission for recruitment process and upload on the Signing Hub system for approval.
- Making travelling and accommodation arrangements for candidates coming to attend interviews

Administration of Sage 300

- To assist in appointment of staff on Sage 300
- Record Leave forms in leave register as received by line managers.
- Administer all Sage 300 and ESS related enquiries for employees, e.g. leave credits, salary payments, employee confirmation, etc.
- To assist in administration of termination of service on Sage 300.
- Managed employee records, ensuring data accuracy and confidentiality.

General Support

- Supported HR initiatives such as employee engagement surveys and training programs.
- Assisted with performance management processes by tracking employee appraisal data and scheduling feedback sessions and assist the HR team with planning and organizing company events.
- Assist with Human Capital Management Department Audit.
- Support implementation of initiatives developed by the HCM Manager and HCM Professional to enhance HCM internal controls.
- Provide inputs for HCM reports.
- Coordinate the Performance Management processes in the institute and derive Institute Training Plans.
- Capturing of Overtime

Labour Relations (ER)

- Act as a secretary during the disciplinary process.
- Printing of Disciplinary hearing packs.
- Data management and filling of all disciplinary hearing documentation. Booking of venues and logistics arrangements for hearing.

Employee Relations and Wellness

- Coordination of Campus Employee Wellness programme.
- Arrange counselling sessions for employees.
- Provide support to ensure that disciplinary cases are finalized within specified timelines as per policy/procedures.
- Assist the office to resolve grievances within specified timelines as per policy/procedure.

Registry

- Opens new files as required and maintaining files in good condition.
- Proper filing of records which include the classification, neat and correct placing of documents in the files.
- Auditing files on the shelves for any misfiling.

- Managing movement of the files which in including retrieving, tracing and dispatch files as per request.

OLD MUTUAL INSURE

01 September 2023 – 31 July 2024

Administrator Learner

- Day-to-day administration.
- Assisted with daily office tasks and supported the team.
- Analysed data from CallBi, Dialler system and handled client queries.
- Do reports every day from the Dialler system
- Kept records accurate and updated from Tia system.
- Monitored business processes, including call audits from Tia system and system updates
- Conducted analysis for client plans and call centre data

ALTERAM SOLUTIONS

01 June 2023 – 31 August 2023

Contact Centre Agent

- Handling many inbound and outbound calls to and from customers and listening to customers' needs or issues, and providing helpful solutions to their problems.

PLUS 94 RESEARCH

24 February 2020 – 31 October 2022

Call Centre Agent

- Managing a large amount of inbound and outbound calls. Conducting telephonic interviews to gather data regarding relevant service feedback.
- Follow communication scripts and establish guidelines and recommendations from superiors and Supervisors. Attending meetings: pre-shift briefings, and general daily updates along with guidelines provided and any changes within the daily schedule.

SANLAM

01 February 2019 – 31 December 2019

Financial Planning Assistant

- Provide support to a Financial Planner by scheduling of meetings, booking of boardroom and electronic Diary Management
- Arranging documents and reports, ensuring all files, records, and information are kept neat, confidential, and up to date.
- Following up on any outstanding information as per instruction issue, telephonic and email correspondence and assisting with analysis of potential plans for clients.

EDUCATION

BCOM HONOURS IN INDUSTRIAL PSYCHOLOGY

01 February 2024 – 30 November 2025

University of South Africa

Majors: Research Methodology, Research Report in Employee and Consumer, Behaviour, Industrial Psychological Assessment, Managerial and Organizational Psychology, and Personnel and Career Psychology.

BCOM INDUSTRIAL PSYCHOLOGY

Year: 2020

University of Johannesburg

Majors: Industrial psychology, psychology, business management, and human resource management.

GRADE 12

Year 2015

Thohoyandou Technical High

Subjects: English, Physical Science, Engineering and graphic design, Life Orientation, Mathematics, Tshivenda, and Mechanical Technology.

CERTIFICATE

Short-Term Insurance NQF Level 5 (SAQA Code 57918)

SKILLS

- Team player
- Administration Skills
- Good Human Relations Skills
- Problem Solving Skills.
- Telephonic skills & Customer Service Skills
- Employee Relations Support
- Computer Literacy
- Strong Communication and Interpersonal Skills
- Time Management and Attention to Detail
- Microsoft Office
- Employee Engagement.
- Performance Management
- Records Management
- Direct Hire: Recruitment and Selection process
- Sage 300

- Conflict Resolution & Employee Relation.
- Talent Acquisition & Recruitment Strategy.

KNOWLEDGE

- Employment Equity Act.
- Basic Conditions of Employment Act.
- Skill Development Act
- POPI Act
- Labour Relation Act
- COIDA Act

REFERENCE

Agricultural Research Council
Sibusiso Mlambo – Manager
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