

# ZINHLE FORTUNATE SHONGWE

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Human Resources | Talent Acquisition | Recruitment Associate

## PROFESSIONAL SUMMARY

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Human Resources professional with 4+ years of experience delivering recruitment administration, employee administration, and training coordination across NGO, training, and corporate environments. Executed core HR administrative processes including employee records management, onboarding administration, policy implementation support, and internal HR communication. Led recruitment administration through job postings, CV screening, interview coordination, and employment documentation, ensuring compliant and well-structured hiring outcomes. Contributed to training and development initiatives by coordinating programmes, supporting training needs assessments, and maintaining SETA-related documentation. Brings a solid foundation in employee relations support, stakeholder engagement, and HR reporting. Committed to delivering accurate, compliant, and people-centred HR operations within structured organisations.

## CORE COMPETENCES AND SKILLS

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- Employee Relations & Engagement
- Onboarding and Induction Coordination
- Recruitment and Talent Acquisition
- HR Policy Execution
- Performance Management
- Payroll Administration
- Training facilitation
- HRIS Data Management
- Stakeholder Management

### Other Technical Skills

- Team Collaboration
- Timesheet Administration
- HR Audits and Record Management
- Attention to detail
- Problem Solving
- Excellent Communication
- Time Management
- Evaluation Training
- Talent Assessment

## PROFESSIONAL EXPERIENCE

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### Jesuit Refugee Services (NGO)

02/2024 – 12/2025

#### HR Administrator

- Maintained accurate employee records by regularly updating, organising, and capturing employee information through systematic data entry and record keeping.
- Administered recruitment activities by preparing job postings, screening CVs, scheduling interviews, and coordinating onboarding documentation.
- Assisted in the development and updating of company policies while supporting compliance requirements and employee relations processes.
- Prepared employee documentation, including employment contracts, and responded to HR-related queries from employees.
- Communicated internal and external HR-related information through established organisational communication channels.
- Assisted in coordinating training programmes and employee development initiatives to support organisational capacity building.
- Provided general HR administrative support, including the preparation of HR documentation and the compilation of routine HR reports.

### Alpha Technical Training Centre

01/2023 – 01/2024

#### Receptionist

- Operated the front/Reception desk and welcomed visitors, managing switchboard calls and professionally handling general enquiries.
- Coordinated appointment bookings, student consultations and interview Schedules while maintaining accurate reception duties.
- Managed incoming and outgoing correspondence including emails, courier deliveries and internal document distribution.

- Provided frontline administrative support to students by assisting with enquiries, applications and document submission processes.
- Order and purchase staff stationery and uniform.
- Filed and requested for quotes for office use.
- Order lunch for staff during events and meetings.
- Assisted in data capturing.
- Booked accomadation for events, workshops, training and any other staff related meetings outside the office.

**Old Mutual  
10/2022**

**11/2021 –**

**Financial Advisor**

- Conducted client needs analyses by assessing income, expenses, insurance coverage, risk tolerance, and financial objectives to inform financial planning.
- Provided clients with clear explanations of financial plans, products, and strategies, and responded to client queries related to financial advice.
- Built and maintained a client base through ongoing client engagement and relationship management.
- Advised clients on insurance coverage, investment planning, and cash management solutions aligned with their financial goals.

**Training&Development Intern  
02/2021**

**03/2020 –**

**National Youth Development Agency (NYDA)**

- Assisted in the creation, coordination, and delivery of employee training programmes to support organisational learning objectives.
- Supported training needs assessments and assisted in evaluating the effectiveness of training interventions.
- Assisted in identifying employee development needs through needs assessment activities.
- Provided administrative support for onboarding processes and training-related documentation.

**EDUCATION**

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- Bachelor of Commerce (Human Resource Management&Industrial Psychology), North West University, 2019
- National Senior Certificate (Grade 12), Valencia Combined School, 2015

**REFERENCES**

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- Rito Shikundu, IT Technician, Alpha Technical Training Centre, 083 759 5891
- Eric Nengovhela, Human Resources Officer, Jesuit Refugee Services, 074 938 6044
- Joseph Tsoku, Lecturer, 079 948 7937