Thando Mokoena

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PROFILE

Entry-level Administrative Assistant with 6 months' front-desk experience and strong Excel skills (spreadsheets, data capturing, basic reporting). Known for calm customer service and accurate document handling. Available immediately and comfortable with high-volume calls and walk-in queries.

KEY SKILLS

- Reception and customer service (walk-ins, phone, email)
- Data capturing, filing and document control
- Microsoft Excel (filters, basic formulas), Word, Outlook
- Booking coordination and calendar management
- Minute taking (basic) and meeting pack preparation
- Cash handling and POS
- Professional communication (English, Sepedi)
- Time management and attention to detail

WORK EXPERIENCE

Receptionist (Temp) – [Company Name], [Area]
Jan 2026 – Jun 2026

- Handled an average of [X] walk-in queries per day, directing clients to the correct departments and keeping waiting areas organised.
- Captured client details and updated internal spreadsheets with zero missing fields during weekly checks.
- Prepared files for managers (printing, scanning, certified-copy packs where required) and maintained a clear filing system.
- Answered calls professionally, took accurate messages, and followed up with clients until each query was resolved.

VOLUNTEERING / PROJECTS

Community event registration support – [Organisation]
[Month] 2025

- Registered attendees, checked documents, and resolved small issues calmly during peak periods.
- Assisted with post-event data clean-up and submission of the final attendance list.

EDUCATION

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National Senior Certificate (Matric) – [School Name], [Town]
Completed: 2024

COURSES

[Short Course Name] – [Provider], [Year]

ADDITIONAL

Driver's licence: [Code B / None]
Notice period: [Immediate / 2 weeks / 1 month]

REFERENCES

Available on request.

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