

QUEENET THOLAKELE MAHLANGU

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PROFESSIONAL SUMMARY – RECEPTIONIST / ADMINISTRATIVE ASSISTANT

Professional and detail-orientated receptionist and administrative assistant with hands-on experience in front desk operations, multi-line switchboard management, and office administration. Proven ability to provide efficient administrative support, manage records accurately, and deliver excellent customer service in fast-paced environments. Experienced in coordinating documentation, liaising with external stakeholders, and supporting daily office operations. Actively seeking a receptionist or administrative support role where strong organizational and communication skills add value.

CORE SKILLS

- Front Desk & Reception Operations
 - Multi-line Switchboard Handling
 - Office Administration & Clerical Support
 - Customer Service & Client Relations
 - Filing Systems & Records Management
 - Data Capturing & Documentation
 - Meeting Coordination & Scheduling
 - Microsoft Office (Word, Excel, Outlook, PowerPoint)
 - Google Workspace, Zoom & MS Teams
 - Confidential Information Handling
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PROFESSIONAL EXPERIENCE

ADMINISTRATIVE ASSISTANT / RECEPTIONIST (12 MONTHS LEARNERSHIP)

Drum Beat Academy | Feb 2025 – Present

- Provide front desk and reception support across multiple training and accreditation entities.
- Operate a multi-line switchboard, professionally managing and directing incoming and outgoing calls.

- Handle administrative documentation, including certification and learner records, ensuring accuracy and compliance.
 - Liaise with external stakeholders, including QCTO, regarding submissions and verification processes.
 - Maintain organised filing systems and confidential records.
 - Support trainers, assessors, and management with daily administrative coordination.
 - Deliver consistent, professional customer service to learners, clients, and visitors.
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HOSPITALITY RECEPTIONIST (12 MONTHS LEARNERSHIP)

Drum Beat Academy | Feb 2024 – Jan 2025

- Managed front desk operations and assisted visitors and guests.
 - Supported administrative tasks including filing, correspondence, and scheduling.
 - Maintained a professional reception environment aligned with hospitality standards.
 - Assisted with office administration and general clerical duties.
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EDD CONTROL ROOM OPERATOR

Monitor Net | Aug 2019 – Nov 2021

- Managed switchboard operations, handling incoming and outgoing calls.
 - Monitored CCTV systems and responded to alarms and incidents.
 - Maintained accurate records and reports related to security operations.
 - Ensured client safety through effective communication and monitoring.
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OFFICE ADMINISTRATOR

BDB Consulting | Apr 2018 – Jun 2019

- Provided full clerical and administrative support.
 - Managed filing systems, data capturing, and document control.
 - Prepared professional correspondence, meeting agendas, and minutes.
 - Coordinated executive diaries, meetings, and travel arrangements.
 - Ordered office stationery and assisted with report preparation.
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CALL CENTRE AGENT

TeleTech (ABSA Programme) | Jun 2015 – Nov 2015 | Feb 2017 – Aug 2017

- Delivered customer service through outbound calls to prospective clients.
 - Accurately captured client data and maintained records.
 - Consistently met performance and service targets.
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EDUCATION

- Assessor (NQF Level 5 US 115753) | 2025
 - Moderator (NQF Level 5 US 115759) | 2025
 - FET Certificate: Hospitality Reception (NQF Level 4) | 2024 – 2025
 - Tourist Guiding Learnership (NQF Level 4 – In Progress) | 2025
 - National Senior Certificate (Matric) | 2013
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AVAILABILITY

Availability: Immediately | Open to relocation