

OPHOLA ZINTO

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Office Admin | Business Operations Associate

PROFESSIONAL SUMMARY

Office Administration and Business Operations Associate with 4+ years of experience optimizing office operations, managing records, and delivering high-level administrative support across corporate, water management, and non-profit sectors in South Africa. Proven ability to streamline workflows, coordinate teams, and support executive decision-making through accurate documentation, scheduling, and financial administration. Skilled in claims processing, invoice reconciliation, and procurement oversight with proficiency in SYSPRO, Sage, and MS Office. Adept at maintaining compliance with organizational policies, improving customer service outcomes, and driving efficiency through effective systems management. Recognized for fostering collaborative environments, resolving administrative challenges, and contributing to seamless business operations. Committed to delivering organized, efficient, and client-focused support that enhances organizational performance and productivity.

CORE COMPETENCES AND SKILLS

- Office operations coordination
- Records and document management
- Invoice processing and reconciliation
- Procurement Operations
- Inventory Management
- Claims processing
- Scheduling, calendar
- Expense Tracking
- Budget monitoring

Other Technical Skills

- Service Data Analysis
- Data entry, report generation
- SYSPRO & Sage Accounting Systems
- Microsoft Office 365
- Excellent Communication
- Customer Service
- Problem Solving
- Accuracy, Compliance
- Attention to Detail

PROFESSIONAL EXPERIENCE

N.T.O Multigroup

08/2022 – 08/2025

Office Administrator

- Managed daily office operations, supervised staff, and maintained efficient office systems to support company objectives.
- Designed and enforced procedures for secure document retention, retrieval, and disposal, ensuring compliance and accessibility.
- Coordinated staff scheduling, delegated tasks, and monitored performance, including coaching and performance appraisals.
- Processed and reconciled invoices for administrative expenses using SYSPRO and Sage, ensuring financial accuracy.
- Verified and assessed insurance claims against policy conditions, ensuring compliance and accurate settlement.
- Communicated claim outcomes and resolutions to clients with professionalism, enhancing customer satisfaction.
- Maintained strong fraud-prevention practices by adhering to strict internal claims processing procedures.
- Prepared and analyzed special reports, identifying trends and providing management with actionable insights.
- Collaborated with cross-functional teams and external specialists to resolve complex claims and improve service delivery.
- Contributed to continuous improvement by identifying inefficiencies, recommending solutions, and supporting team initiatives.

Rolfes Water Receptionist

07/2020 – 06/2022

- Served as the first point of contact, screening calls and managing correspondence with professionalism.
- Coordinated executive and staff calendars, scheduled meetings, and arranged travel bookings for

- conferences and business trips.
- Received, distributed, and dispatched courier packages, ensuring timely handling of incoming and outgoing deliveries.
- Prepared reports and supported executive presentations with accurate data and research insights.
- Processed clerical tasks including invoices, time & attendance reports, and other indexed documentation.
- Maintained inventory of office supplies, placed procurement orders, and ensured cost-effective stock management.
- Supported facilities management by coordinating consumables, maintenance requests, and administrative needs.
- Assisted executives with personal and professional commitments, handling tasks with discretion and reliability.
- Collaborated in team meetings to align administrative support with organizational goals.
- Researched products, suppliers, and information to assist management with decision-making and procurement.

SAFA Ekurhuleni

07/2019 – 09/2019

Office Administrator (Intern)

- Provided administrative support by managing correspondence, reviewing documents, and compiling reports for management.
- Organized and coordinated sporting events, tournaments, and fundraising activities, ensuring smooth execution.
- Oversaw logistics, including venue selection, scheduling, staffing, and resource allocation.
- Assisted with budgeting, tracked expenses, and supported financial reporting for projects and events.
- Prepared promotional material and event literature while liaising with media and marketing partners.
- Maintained an organized office environment, managed supplies, and supported daily operations.
- Monitored and ensured compliance with SAFA policies, procedures, and relevant regulations.
- Supported senior management in completing projects within tight budgets and timelines.

EDUCATION

- Adv. Dip. in Administrative Information Management, Tshwane University of Technology, In Progress
- Nat. Dip. in Office Management and Technology, Tshwane University of Technology, 2021
- National Senior Certificate (Matric), Sunward Park High School, 2012

EDUCATION

- Business Practice, Skills Development Corporation, 2022
- MS Word, Tealtek Training, 2020
- Telephone Etiquette, Leading Training, 2020

REFERENCES

- Available upon request