

Mamello Meriam Mpiti

Administrator | Facilitator | Assessor

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Professional Profile

Dedicated and detail-oriented Administrator, Facilitator, and Assessor with a strong foundation in office administration, learner support, and training facilitation. Proven ability to manage administrative systems, facilitate learning programs, and assess learner performance. Known for excellent communication, strong organizational and interpersonal skills, and the ability to manage multiple priorities effectively. Passionate about continuous learning and delivering quality service. Completed a psychology mentorship internship with a focus on child, adolescent and youth wellness as well as mental health support and therapeutic services.

Core Competencies

- MS Office Suite (Word, Excel, Outlook, PowerPoint, Access)
 - Google Workspace (Docs, Sheets, Slides, Drive, Meet, Gmail, Calendar, Chat, Keep)
 - Data Capturing, Document Control, Scanning, Printing & Document Control
 - Facilitation & Assessment (End User Computing & Coding with Scratch)
 - Knowledge of LMS (Moodle)
 - Client Relationship Management
 - Telephonic & Front Desk Communication
 - Office Administration & Reception
 - Report Writing & Record Keeping
 - Time & Workflow Management
 - Psychological Wellness Exposure
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Professional Experience

Office Administrator (Volunteer)

City of Johannesburg EMS – 09/01/2023 to 29/11/2024

- Captured and logged fire call reports into the system
 - Answered emergency fire calls
 - Managed unit rosters and scheduling
 - Oversaw document flow, record-keeping systems, and meeting logistic
 - Schedule and coordinate meetings and appointments
 - Managing travel arrangements for management
 - Ensuring smooth day to day operations by coordinating with internal teams
 - Support the implementation of departmental policies and procedures
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Administrator, Facilitator & Assessor (End User Computing & Coding)

Bhelela Technologies – 05/10/2020 to 30/09/2022

- Facilitated and assessed End User Computing (Level 3) and Coding with Scratch
- Conducted lesson planning and assessment preparation
- Delivered online training for public school educators (Train-the-Trainer model)
- Provided learner feedback and performance evaluations
- Handled calls, messages, and departmental records
- Maintained electronic and manual filing systems
- Conducted virtual online lessons for coding with scratch
- Designing and printing of learner certificates
- Client relationship maintenance
- Creating and editing of manuals

Administrator & Facilitator

Nomaku Traders – 01/10/2019 to 28/02/2020

- Monitored attendance and logbook completion
- Maintained learner records, grades, and reports
- Captured training data and provided learner support
- Provided feedback and maintained regular office hours for consultations

Administration Receptionist

Kingston College – 01/02/2016 to 25/01/2019

- Managed student fee collection and banking
- Handled reception duties, walk-ins and telephonic enquiries
- Supervised part-time staff and maintained the registry
- Ensured campus safety and student wellness
- Oversaw filing, reporting, and administrative support
- Received goods/Learner manuals, stock count, issued and kept record
- Handled the registration of students
- Oversaw learner registrations
- Organized meetings and took minutes

Education & Qualifications

Qualification	Institution	Year
HIPPA for Business Associate	IACET	2025
Diploma in Administrative Procedures	Alison	2024
Conduct Outcome-Based Assessment	ETDP SETA	2020
Business Management	Kingston College	2018
Business Administration	Kingston College	2017
Human Resource Management	Motheo FET College	2008

Additional Skills

- Time Management & Prioritization
 - Conflict Resolution & Emotional Intelligence
 - Visual Facilitation & Training Delivery
 - Cost Control & Budget Awareness
 - High Integrity, Accountability, and Reliability
 - Customer Service & Learner Support
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