





# NONHLANHLA TSHABALALA

Soweto, Gauteng   
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English 

## PERSONAL STATEMENT

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I am a focused, result-driven, self-motivated, and enthusiastic Transportation Management graduate who is currently studying Public Administration. I am eager to exercise the knowledge obtained from university and gain technical skills in a challenging work environment while contributing to meet deadlines, and produce deliverables expected of me. I enjoy working with and being part of a successful productive team, but also thrive in individual projects. More than capable of leading a team and thrive working in high pressure and challenging working environments. Naturally possess excellent interpersonal communication and negotiation skills, manage work relationships well.

## EDUCATION

**National Diploma in Public Administration and Management | UNISA**

**National Diploma in Transportation Management | University of Johannesburg**

**National Senior Certificate | Daliwonga Secondary School**

## EXPERIENCE

**Customer Service Clerk | POSTBANK (Sassa Accounts)**

September 2024 – 15 December 2025

- Updating and maintaining customer records
- Issuing of Sassa black cards
- Providing information to customers
- Customer service

**Debt Collector | Phungo Incorporated Attorneys**

May 2022 – September 2023

- Keeping track record of assigned accounts to identify outstanding debts,
- Negotiated payoff deadlines or payment plans,
- Handling questions and complaints.

**Administrative Assistant | City of Joburg (Crown Gardens Clinic)**

April 2020 – September 2020

- Data capturing,

- Answering and directing phone calls to relevant staff,
- Archiving of files,
- Generating reports,
- Tracking of COVID-19 results.

### Warehouse Operator | Coca Cola Beverages South Africa

November 2019 – January 2020

- Stock counting,
- Repacking,
- Receiving and dispatching,
- Picking.

### Customer Service Agent | CCI SA Umhlanga

August 2018 – December 2018

- Handle customer complaints,
- Provided appropriate solutions and alternatives within time limits,
- Follow up to ensure resolution,
- Process customer accounts and file documents.

### Intern | Bakers SA Limited

August 2017 – December 2017

- Arranging loads for the long-distance drivers,
- Tracking vehicles,
- Dispatching and receiving,
- Payroll,
- Data capturing.



## PROFESSIONAL DEVELOPMENT

TEFL Certificate | Teacher Record

Certificate in Artificial Intelligence | University of Johannesburg

Certificate of Competence in learning program (Powered Pallet Truck) | CCBSA

Certificate of Competence for Work Readiness Program | Networx Group



## ATTRIBUTES & COMPETENCIES

- Excellent communication
- Batho Pele Principles
- Research and Presentation skills
- Self-motivated and team player
- Highly motivated and reliable
- Able to relate easily and effectively with managers, clients and colleagues
- Proficient in Microsoft Office

- Reliable and attentive
- Interpersonal skills
- Report Writing skills and deadline driven
- Strong analytical and problem-solving skills
- Professionalism
- Administrative skills
- Work well under pressure
- Planning and organizing



## REFERENCES

- **Khanyiso Lekisi**  
Team leader  
Postbank  
0787609599
- **Lucas Sekgapane**  
Team leader  
Phungo Incorporated  
0738147255
- **Thulani Nkosi**  
Supervisor  
Crown Gardens Clinic  
0734920140