Senyane Flavia Malapane

Tembisa 1632
0793347645 | flaviasenyane@gmail.com

Objective

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

Experience

- **KBC Health and Safety** April 2023 - August 2025
  Training Coordinator & Client Services Administrator
  OFFICE MANAGEMENT
  -Proactive troubleshoot of risk throughout the project life cycle.
  -ordering new supplies and material
  -keeping track of budgeting details
  -finding new ways to reduce expenses
  -managing the scheduling/Calender for Projects
  -making sure learners attend training,work and meet their deadlines.

  SCHEDULING OF TRAINING INTERVETIONS
  -receive signed quote and/purchase order from sales
  -check and book facilitator/Assessor
  -order learning materials and relevant stationery
  -capture status reports updates
  -arrange assessments after every training event and review assessments
  -prepare reports for skills programmers
  -project deliverable and loaded onto shared drive/client folder
  -arrqnge 25% sample internal moderation for credit bearings
  -review and submit an internal moderation report with Learners achievements to SETA liason department
  -ensure that all projects policies and process are always adhered to.

  INTERNAL QUALITY ASSURANCE
  -scan the booking form,timesheet/invoice and attendance register to payroll.
  -quality assure Learners pack and identify missing supporting document.
  -secure the assessor when applicable
  -secure moderators
  -send an internal moderators report to SETA and request Learners upload and external moderations.

  FUNCTIONAL SUPPORT
  -liase with facilitators
  -support teams and adhere to service levels arrangements
  -talent recruitment for learners
  -SETA and liason training
  -specialist sourcing of facilitators/assessor

  SENIOR CLIENT SERVICES ADMINISTRATOR
  -assist clients in securing the correct KBC course.
  -scheduling and processing bookings enquiries
  -promote a positive image for KBC
  -provide information to clients regarding different training programs.
  -manage bookings control sheet/online scheduler to secure training dates.

- **Printing Federation of South** February 2022 - July 2022
  Training Coordinator and Administrator
  TRAINING ADMINISTRATION
  -responsible for training administration including record keeping,reports and communication of all trainings.
  -SDF Representative for members.
  -registering students on the SETA MIS System
  -WSP AND ATR reporting for members companies
  -facilitating psychometric and other ability tests
  -responsible for students interviews
  -ordering refreshments and lunch when required for training.
  -ensure training materials have been printed.
  -assist with all training queries
  -invoicing and ensuring payment prior to commencement of training
  -administer apprenticeship contracts for me members.
  -serve on the Printing SA Training policy.
  -build a database of student CV's for future placement at the members companies.

  TRAINING COORDINATION
  -responsible for planning,organizing and coordination of training initiatives.
  -marketing of training initiatives
  -SETA liason including arrange collection and delivery of documents required by SETA.
  -oversee lectures and TT examinations.

  OFFICE ADMINISTRATION
  -assist in event management
  -filing system:manage,maintain and update files.
  -record minutes and compile reports.
  -keeping the mailing list updated
  -general office Administration

- **WBHO Construction** June 2008 - May 2010
  Secretary to Director
  Calendar management: Record appointments and events in the director's calendar
  Document preparation: Type documents, draft letters, memos, invoices, and reports
  Meeting coordination: Arrange meetings and events, take minutes, and produce agendas
  Communication: Receive, record, and distribute incoming and outgoing documents
  Office management: Operate office equipment, order supplies, and perform basic bookkeeping
  Financial and statistical record keeping: Maintain financial and statistical records
  Leave administration: Administer the leave system
  Procurement: Procure standard items like stationery and refreshments
  Policy and procedure knowledge: Stay up to date with relevant policies and procedures

- **Quest flexible staffing solutions** February 2010 - March 2010
  Receptionist
  Greeting visitors: Welcoming visitors to the office and directing them to the correct person or office
  Answering phones: Answering and transferring phone calls to the correct department, taking messages, and checking voicemails
  Scheduling: Scheduling appointments for employees and meetings
  Handling mail: Sorting and delivering mail to employees
  Maintaining the reception area: Keeping the reception area and common areas clean and tidy

Providing customer service: Responding to customer inquiries in a polite and timely manner
Performing administrative tasks: Filing, data entry, maintaining records, faxing, transcribing, and photocopying
Handling basic bookkeeping and finance: Writing or depositing checks, paying bills, receiving payments from vendors, and balancing petty cash
Controlling access: Controlling access to the office via the reception desk and issuing visitor badges

Education

- **Tembisa Secondary School** 2003
  Grade 12
  Grade 12
- **Keybase Training Solutions** 2015
  Excel Intermediate
- **Keybase Training Solutions** 2015
  Excel Basic
- **Kumalo Green Solutions** 2014
  Professional Administration Skills
- **Tremendis** 2010
  Telephone Operator
- **Nedbank Retail** 2005
  Bank Teller Certificate

Skills

- -Administrative Skills -Written and Verbal Communication Skills -Computer Literacy and Information management -Planning and Organising Skills -Record keeping -Good organizational skills -Interpersonal Skills -Excellent proofreading and problem-solving -Maintain confidentiality -Attention to details -Strong computer literacy -Proficient in Word,Excel and basic computer systems -Excellent communication -Facilitation -Interpersonal and representation -Ability to work in a team -Self discipline -Excellent standard in Execution

Reference

- **Zama Dube - KBC Health and Safety**
  Line Manager
  0642779056
- **Lana Human - Printing SA**
  Regional Manager
  0824151041
- **Meisie Raphiri - Steffanuti Stocks**
  Training
  0732515533
- **Ivan Tyler - WBHO Construction**
  Director
  0822892005
- **Desiree Hattington - Quest Flexible staffing solutions**
  Accounts Manager
  0687269980