PUSELETSO MOKGEHLE

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Dear Hiring Manager

APPLICATION FOR HUMAN RESOURCES POSITION

I am writing to express my interest in the Human Resources position within your organisation. I am an ambitious and motivated professional with an N6 qualification in Public Management, a Sstem Support NQF Level 5 qualification, and practical experience in administration, customer service and a professional corporate environment.

Through my practical experience as a Site Administrator Assistant at Catalyx Consulting, I developed an understanding of administrative processes, documentation, record keeping, communication and supporting day-to-day office operations. My current position as a Service Advisor Assistant at Mercedes-Benz Bus Centre has further strengthened my ability to work professionally with employees, customers and different departments while handling information accurately and working in a fast-paced environment.

My Public Management studies have given me a foundation in Public Administration, Public Finance, Public Law and Municipal Administration, which has strengthened my understanding of organisational structures, administration, policies and professional workplace practices. I believe these skills are highly transferable to Human Resources, particularly in areas such as employee administration, maintaining records, communication, recruitment support and general HR operations.

I am also comfortable working with computer systems and learning new software, including Kerridge in my current automotive environment. I am a quick learner, highly organised and attentive to detail, and I understand the importance of confidentiality, professionalism and accuracy when dealing with employee and organisational information.

I am looking for an opportunity where I can apply my existing administrative skills while developing a long-term career in Human Resources. I am willing to learn, take on new responsibilities and contribute positively to the organisation and its employees.

Thank you for considering my application. I would welcome the opportunity to discuss my qualifications and experience further in an interview.

Kind regards

Puseletso Mokgehle

PUSELETSO MOKGEHLE

CONTACT

mokgehlepuseletso@gmail.com
0796081184
3934 Motlwa Cres Street Soshanguve block vv ext 4 0164

SKILLS

Administration:Filing,Data capturing, Document management & Site administrator

Customer Service: Communication,Conflict resolution& Client engagement

IT support : Software installation,Troubleshooting &System maintenance

Office tools:MS office(Word,Excel,PowerPoint)

Teamwork, time management and adaptability

Kerridge

REFERENCE

Gail Nzama - Catalyx consulting
National Training Manager
gailnzama@catalyx.org
0812709430

Ditiro Mogosetsi - Mc donalds
Store manager
0815536142

Alex mutshinya - Tshwane North College
Lecture
0823351013

Sello Lebyane - Mercedes-Benz bus center
Service advisor
sello_titus.lebyane@daimlertruck.com
0680892566/0788497974

OBJECTIVE

Dedicated, reliable, and customer-focused professional with experience in administration, customer service, and the automotive industry. I have a strong background in office administration, client relations, and supporting workshop operations. My practical experience, combined with qualifications in Public Management and System Support (NQF Level 5), has equipped me with excellent communication, organizational, and computer skills. I am passionate about learning, adaptable to new environments, and committed to delivering quality service while continuously developing my career.

EXPERIENCE

Feb 2023 - Feb 2024

System support assistant
Catalyx consulting

- Provided IT system support to staff and clients.
- Assisted with troubleshooting hardware, software, and network issues.
- Documented support activities and reported to supervisors.
- Gained exposure to administrative functions and customer support.

May 2025 - Currently

Crew-flexi
Mc Donald's

- Deliver excellent customer service in a fast-paced environment.
- Handle transactions and ensure accuracy in orders.
- Maintain cleanliness, teamwork, and compliance with company standards.

01/26 - 1/27

Service advisor/costing clerk
Mercedes-Benz bus center
Assisting Service Advisors with daily operations.
Booking customer vehicles for servicing and repairs.
Preparing and maintaining service documentation.
Updating customers on vehicle progress.
Liaising with technicians and workshop staff.
Maintaining customer records.
Delivering excellent customer service.
Currently preparing to train as a Costing Clerk

EDUCATION

2023

Public Management
Tshwane North College
N6

2019

Matric
Sekuruwe Combined
12

CERTIFICATE

System support NQF5