

KATLEGO MALOKA

ADMINISTRATIVE MANAGER | PASSENGER SERVICES SUPERVISOR (AVIATION) | LEARNING & DEVELOPMENT OFFICER

CONTACT

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Johannesburg, South Africa

EDUCATION (ACCREDITED)

National Diploma in Road Traffic and Municipal Police Management

University of South Africa
Completed: 2022

National Senior Certificate (Matric)

School: Mohlapetse Secondary School
Completed: 2016

EDUCATION (CERTIFICATES)

TEFL Certificate

Completed: 2023

KEY ACHIEVEMENTS:

Best Employee Award (2024)
Recognized for excellence at Menzies Aviation.

Regional Chess Tournament (2024)
Successfully coordinated Tshwane schools' event.

Workflow Efficiency
Streamlined office policies, cut processing time by 20%.

Best Employee Award (2024)
Recognized for excellence at Menzies Aviation.

Learner Progress
Provided targeted support, boosting academic performance.

Operational Excellence
Achieved 100% on-time passenger handovers.

Reporting & Communication
Enhanced decision-making through accurate reports.

PROFILE SUMMARY

I am a dynamic and motivated professional with a **National Diploma in Road Traffic Management and Municipal Police Management**, complemented by diverse experience in aviation, administration, customer service, education, and leadership roles. Within the aviation sector, I have **developed strong expertise in office management, policy implementation, and customer support**—ensuring compliance, efficiency, and a high standard of service delivery. My ability to adapt quickly, resolve conflicts, and communicate effectively has allowed me to thrive in fast-paced, high-pressure environments.

Recognized as **Best Employee of the Season (2024)** for dedication and performance, I bring proven leadership through initiatives such as coordinating regional chess tournaments, mentoring learners, and streamlining operational processes. I pride myself on being a lifelong learner, committed to continuous professional growth. My career aspiration is to advance into a **senior administrative or managerial role** within the aviation industry, where I can leverage my leadership skills to mentor teams, optimize operations, and contribute to organizational excellence. With resilience, adaptability, and a passion for knowledge-sharing, I am prepared to take on greater responsibility and drive impactful results in a higher role.

WORK EXPERIENCE

Customer Service Agent

Menzies Aviation | May 2025 – Present

Role Focus: Delivering exceptional customer service to passengers while ensuring smooth airport operations.

Key Deliverables & KPIs:

Service Delivery & Customer Experience

- Delivered timely and accurate assistance to passengers, consistently exceeding service-level agreements (SLAs) and ensuring smooth travel experiences.
- Handled passenger complaints and queries with professionalism, achieving positive feedback ratings and building repeat customer trust.

Operational Efficiency & Process Support

- Supported flight operations by streamlining check-in and boarding processes, directly contributing to improved turnaround times and on-time departures.
- Collaborated effectively with cross-functional teams to manage passenger flow and minimize delays during peak travel periods.

Compliance & Safety Assurance

- Maintained strict compliance with aviation safety regulations and customer service protocols, resulting in zero recorded incidents during tenure.
- Conducted routine checks and escalated potential risks promptly, reinforcing a culture of safety and accountability within the team.

Wheelchair Assistant

Menzies Aviation | Oct 2024 – Apr 2025

Role Focus: Assisting passengers with reduced mobility and ensuring safe, timely boarding and disembarkation.

Key Deliverables & KPIs:

Passenger Care & Assistance

- Provided dedicated support to passengers with special needs, ensuring comfort, dignity, and safety throughout their travel experience.
- Reduced passenger complaints related to mobility services by maintaining proactive communication, empathy, and attentive care.

SKILLS SUMMARY
My Power Skills

0% 100%

- Effective
- Communication
- Time Management
- Organizing
- Conflict Resolution
- Problem Solving
- Creativity
- Teamwork
- Analytical Thinking
- Project Management
- Leadership
- Resilience
- Adaptability
- Stress Management

SKILLS SUMMARY
My Technical Skills

0% 100%

- Presentation Skills
- Microsoft Excel
- Microsoft Word
- Microsoft PowerPoint
- Canva
- MS Teams
- Project Management Tools
- Data Analysis
- Database Management
- Operating Skills

~FAVORITE QUOTE

"The only way to heal is to go through the pain, not around it." Shifting blames won't give you what you are looking for, you need to take accountability to learn and succeed.

Collaboration & Service Coordination
- Coordinated seamlessly with flight crews and ground staff to deliver smooth passenger transfers, consistently achieving 100% on-time handovers.
- Supported colleagues during peak operations, contributing to a cohesive team environment and improved passenger satisfaction.

Professionalism & Service Excellence
- Consistently upheld professionalism under high-pressure situations, maintaining calm and effective problem-solving skills.
- Contributed to departmental recognition for service excellence by demonstrating reliability, resilience, and a strong customer-first mindset.

Educator Assistant
Phuthanang Primary School | May 2023 – Dec 2023

Role Focus: Supporting educators in teaching, classroom management, and learner engagement.

Key Deliverables & KPIs:

Learner Support & Development
- Assisted teachers in lesson planning and classroom activities, contributing to improved learner participation and subject understanding.
- Provided one-on-one academic support to struggling learners, resulting in noticeable progress and increased learner confidence.

Classroom Management & Learning Environment
- Ensured effective classroom discipline and promoted positive learning environments, reducing disruptions during lessons.
- Encouraged inclusive participation, helping learners engage actively in group discussions and collaborative projects.

Administrative & Educator Support
- Supported administrative duties such as record-keeping, marking, and report preparation, improving workflow efficiency for educators.
- Coordinated resources and lesson materials to ensure lessons were delivered smoothly and on time.

Manager
Aolee Munchies | Jan 2021 – Dec 2021

Role Focus: Overseeing daily operations, staff management, and customer service in a fast-paced business.

Key Deliverables & KPIs:

Learner Support & Development
- Assisted teachers in lesson planning and classroom activities, contributing to improved learner participation and subject understanding.
- Provided one-on-one academic support to struggling learners, resulting in noticeable progress and increased learner confidence.

Classroom Management & Learning Environment
- Ensured effective classroom discipline and promoted positive learning environments, reducing disruptions during lessons.
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- Coordinated resources and lesson materials to ensure lessons were delivered smoothly and on time.

Office Assistant
Tshwane University of Technology | Jun 2018 – Jun 2019

Role Focus: Providing administrative support to enhance office efficiency and operations.

IN CONVERSATION

How would you present/pitch yourself in just a few lines?

"I am a passionate and driven individual who thrives on continuous learning and growth. I bring strong leadership, clear communication, and adaptability to every environment I step into. Beyond achieving results, I am committed to mentoring others and passing on knowledge so that teams and systems continue to grow sustainably. My track record of resilience, problem-solving, and building strong relationships equips me to contribute not only to organizational goals but also to a culture of innovation and accountability. I see every challenge as an opportunity to add value, inspire others, and leave a lasting impact."

Why do you want this opportunity? What difference will it make to your career?

"I see this opportunity as a platform to grow both intellectually and professionally. It will allow me to apply my skills in a more challenging environment while continuously learning from experienced leaders and colleagues. Beyond financial stability, this role represents a chance to refine my expertise, expand my leadership capabilities, and make a meaningful contribution to the organization. It is an important step toward building a career where I can mentor others, share knowledge, and create long-term impact."

REFERENCES

SM Ramokgopa
Position held: SGLD
Director Institution: Tshwane University of Technology
Contact details: +27 12 382 9289

M Moele
Position: School Principal
Contact details: +27 12 799 3880 / +27 82 555 9873

M Freeman
Position held: Teamleader (wheelchair department)
Institution: Menzies Aviation
Contact details: +27 83 671 9134

B Joja
Position held: Teamleader (Customer Service)
Institution: Menzies Aviation
Contact details: +27 82 049 9461

Process Improvement & Workflow Efficiency
- Developed and implemented office policies that streamlined workflows, cutting document processing time by 20%.
- Introduced best practices in administrative routines, ensuring tasks were completed more efficiently and with fewer errors.

Records & Information Management
- Maintained filing systems, correspondence, and records with accuracy, ensuring compliance with university standards and audit requirements.
- Digitized and organized key records, improving accessibility and reducing time spent retrieving information.

Financial & Resource Support
- Supported budget tracking and resource allocation, contributing to reduced departmental expenses and better cost control.
- Monitored usage of office resources to minimize wastage and promote responsible spending.

Reporting & Communication Support
- Assisted senior staff with reports and presentations, improving data accuracy and strengthening communication within the department.
- Prepared clear and professional documentation that supported informed decision-making at management level.