# Julia Thokozani

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## Profile

- highly motivated and results-driven professional with proven experience in data entry, record and archive management, and customer service in both the public and private sectors. With a Higher Certificate in Archives and Records Management from UNISA and a long history of doing accurate, high-volume data entry, keeping private information safe, and helping operations run smoothly and accurately. Able to solve problems, manage time, and communicate well, with experience in both fieldwork and office work. Good at using systems, working alone or with others, and doing well under pressure. Fluent in English, Zulu, and conversational Sotho, and very good at connecting with a wide range of clients and stakeholders. From the very first day, I was dedicated to excellence, growth, and making a difference.

## Skills

- Costomer support and client support
- Data entry and interpretaion
- Data capturing & accuracy, Records and archive management
- Maintain and update client and sample records
- Deadline driven and time management
- Team work and adaptability
- Ensure data security and confidentiality

## Education

- **Mpilisweni secondary school** 2018

  12
- **Java script institute** 2022
  Java script
- **Unisa** 2023
  Higher certificate in archive and record management
  120 credit
- **Cisco networking academy** 2025
  Introduction to data science

## Experience

- **edge fueld marketing** 31/10/2019 - 30/11/2020
  Tymebank ambassador
  Handling  clients question and complains
  Outsourcing new clients
  Educating clients about the product
  Detect and report systems glitches with the head office
  Offer advise to existing clients

- **Qualitative innovative solution** 16/01/2023 - 30/06/2023
  Data capture
  Captured and maintained accurate records related to security operations and investigations.

  Verified and cross-checked sensitive information to ensure reliability and compliance.

  Assisted investigative teams by organising data, reports, and evidence logs.

  Ensured strict confidentiality and secure handling of sensitive records.

  Monitored incoming data and flagged irregularities or discrepancies for further review.

  Prepared summaries and reports to support decision-making in security processes.

  Demonstrated attention to detail and accuracy in high-pressure environments.
- **Invoke solyutions** 01/07/2023 - 30/06/2024
  Data capture
  Captured and maintained accurate records related to security operations and investigations.

  Verified and cross-checked sensitive information to ensure reliability and compliance.

  Assisted investigative teams by organising data, reports, and evidence logs.

  Ensured strict confidentiality and secure handling of sensitive records.

  Monitored incoming data and flagged irregularities or discrepancies for further review.

  Prepared summaries and reports to support decision-making in security processes.

  Demonstrated attention to detail and accuracy in high-pressure environments.
- **Ekurhuleni** 03/11/2025 -
  Business survey
  - **Risk Assessment & Management:** Identifying, analyzing, and mitigating potential legal, financial, and operational risks.
- **Ekurhuleni Municipality** 01/02/2022 - 30/12/2022
  Library cadet
  Administrative & record control
  Capture amd update Library member information
  Maintain records and library database
  File,organise and archive documents
  Handle confidential records accurately
  Answer inquiries and provide customer support
  Assist with library programs amd events
  Prepare documents and correspondence

## Reference

- **Benedict Komape - "edge field marketing"**
  Manager
  0664787673
- **Fortunate Dunga - "Qualitative innovative solutions"**
  supervisor
  Dungafortune0@gmail.com
  +27 79 728 4283
- **Fortunate Dunga - "invoke solution"**
  Data capturing
  Dungafortune0@gmail.com
  +27 79 728 4283

## Willing To Relocate

- Yes and available immediately