AGREEMENT SEERANE

IT SUPPORT ASSISTANT | DATA CAPTURER | ADMINISTRATIVE CLERK | OFFICE ADMINISTRATOR

060 112 6065 | agreementseerane002@outlook.com | Tembisa, Gauteng, 1632

PROFESSIONAL PROFILE

Motivated, reliable and detail-oriented professional with qualifications in End User Computing and Tourism Management, supported by practical experience in administration, reception, reservations, customer service and data capturing. Proficient in Microsoft Office Suite, computer systems, document management and administrative support. A quick learner with excellent communication, organisational and problem-solving skills seeking an entry-level opportunity in IT Support, Help Desk, Data Capturing, Administration or Office Support.

CORE COMPETENCIES

- Data Capturing
- Administrative Support
- IT Support
- Office Administration
- Reception & Front Desk
- Customer Service
- Microsoft Word
- Microsoft Excel
- Microsoft Outlook
- Microsoft PowerPoint
- Email Management
- Telephone Etiquette
- Filing & Record Management
- Data Entry
- Appointment Scheduling
- Document Preparation
- Record Keeping
- Problem Solving
- Time Management
- Communication Skills
- Attention to Detail

TECHNICAL SKILLS

- Microsoft Office Suite
- Internet & Email
- Computer Literacy
- Data Capturing
- Typing Skills
- Basic IT Support
- Document Management

LANGUAGES

- English
- Sepedi

PERSONAL ATTRIBUTES

- Professional & Reliable
- Honest & Trustworthy
- Self-disciplined
- Fast Learner
- Positive Attitude
- Strong Work Ethic
- Adaptable
- Excellent Interpersonal Skills
- Customer-focused
- Able to Work Under Pressure

WORK EXPERIENCE

Administrative Clerk
01/2022 – 02/2024

Thepaneng Chiloane Secondary School

- Captured and updated student information accurately.
- Maintained filing systems and organised administrative records.
- Prepared letters, reports, notices and memorandums.
- Managed student attendance records.
- Scheduled meetings and appointments.
- Ordered office and classroom supplies.
- Assisted teachers and management with administrative duties.
- Answered telephone calls and responded to enquiries.
- Maintained confidential records.

Receptionist
08/2024 – 09/2024

Southern Sun OR Tambo International Airport

- Welcomed guests professionally.
- Answered incoming telephone calls and emails.
- Assisted guests with enquiries.
- Checked guests in and out.
- Issued room keys.
- Provided information regarding hotel services.
- Managed front desk operations.
- Maintained accurate guest records.

Reservationist
07/2024 – 08/2024

Southern Sun OR Tambo International Airport

- Processed guest reservations.
- Managed bookings via telephone, email and online booking platforms.
- Modified and cancelled reservations.
- Coordinated group bookings.
- Assisted travel agents and corporate clients.
- Updated reservation records accurately.
- Delivered excellent customer service.

Commis Chef
11/2024 – Current

Southern Sun OR Tambo International Airport

- Prepared food according to recipes and quality standards.
- Assisted chefs with food preparation.
- Maintained kitchen hygiene and food safety standards.
- Stored food correctly.
- Prepared ingredients for busy service periods.
- Maintained a clean and organised work area.
- Followed health and safety procedures.

EDUCATION

National Certificate: End User Computing
Advanced Technology Training Institute
Year Completed: 2022

National Certificate: Tourism Management
Ekurhuleni East TVET College
Year Completed: 2023

National Senior Certificate (Grade 12)
Thepaneng Chiloane Secondary School
Year Completed: 2020

Subjects:
Sepedi Home Language
English First Additional Language
Tourism
Economics
Religious Studies
Life Orientation

ACHIEVEMENTS

- Consistently maintained high standards of accuracy in data capturing and record keeping.
- Improved administrative filing systems, making information easy to access and up to date.
- Recognised for excellent customer service and professionalism by management.
- Successfully handled multiple tasks in a fast-paced environment.
- Completed End User Computing qualification with strong results.

ADDITIONAL INFORMATION

- Available Immediately
- Willing to work flexible hours, including weekends and public holidays
- Willing to relocate
- Driver's Licence: None
- ID Number: Available upon request
- Passionate about learning new technologies and improving IT skills

REFERENCE

Gordon More
Executive Sous Chef
Southern Sun OR Tambo International Airport
071 627 1756