Ngwanamahloa Pertunia Maruma

| 751 nereid street Sedibeng section Tembisa 1632

| 0780919907| Pertuniah 71@gmail.com

Objective

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

Personal information

- Gender: Female
- Driving Licence: Code 10
- Place: Tembisa

Education

Ekurhuleni West Tvet Collage
N6 in Human Resource *2018*

Gerson Ntjie Secondary School
Grade 12 *2013*

Experience

KTVR Bus Service
Headcounter *2022 - 2024*

- Scaning tickets and cards
- Helping disabled people to enter the bus
- Recording number of passangers who gets in and gets out of the bus each and every station.

- Record time of arrival and departure for each station

Aurum Institute
Filing clerk *2019 - 2020*

- Uploads digital files and data.
- Organizes and archives records and documents.
- Makes copies of paperwork and distributes as needed. Retrieves data and files for other departments and personnel.
- Uses alphabetical and numerical systems to organize paper and electronic records documents.
- Checks paperwork, digital forms, and files, updating or correcting documentation as needed.
- Updates filing systems and devises new filing and organizational and storage systems for data and documents as needed.
- Creates new files and provides needed information on forms and reports.
- Secures and protects the privacy of documents.
- Scans paper documents and verifies that scanned documents are clear and legible

Aurum Institute
Data capturer *2020 - 2021*

- Receive patient files from Clinicians for data capturing on TIER.Net and DHIS.
- Identify missing data, inconsistencies and errors and follow-up or report on missing data or errors.
- Capture confidential patient information.
- Compare data entered with source documents and make necessary corrections to information entered.

- Communicate with clinicians and managers to update missing information on Clinical ART Stationery
- Perform data cleaning.
- Perform regular data backup Program Receive patient files from Clinicians for data capturing on TIER.Net and DHIS.
- Identify missing data, inconsistencies and errors and follow-up or report on missing data or errors.
- Capture confidential patient information.
- Compare data entered with source documents and make necessary corrections to information entered.
- Communicate with clinicians and managers to update missing information on Clinical ART Stationery
- Perform data cleaning.
- Perform regular data backup Program
- Taking out the results from NHLS system

Democratic Alliance
National Contact Center Agent *2018 - 2019*

Capturing voter's information on VRM System
Take customer calls and provide accurate, satisfactory answers to their queries and concerns
Call clients and customers to inform them about the company’s new products, services and policies
Guide callers through troubleshooting, navigating the company site or using the products or services
Review customer or client accounts, providing updates and information about voting stations
Collaborate with other call center professionals to improve customer service

Skills

Time management | Active listening | Problem solving | Team work | Computer literate | Good Interpersonal | Customer service Communication | Ability to work under pressure | Good communication skills

Reference

Walter Motshekga *Montedi Motor Clinic*
Manager *0730826726*
Montedimotors@gmail.com

Mr Molothlegi *KTVR*
HR Mananager *0118231672*
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Mr matlou *Tembisa hospital (aurum institute)*
Line Manager *0119232251*
Sammymatlou@gmail.com