NKADU MOTLANA

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PROFESSIONAL SUMMARY

Highly organised and results-driven Administrative Professional with extensive experience in office coordination, frontline operations, financial administration and stakeholder support within large, fast-paced environments. Demonstrates exceptional accuracy in documentation, scheduling, reporting and process management while supporting multiple departments simultaneously. Adept at fostering collaborative relationships with internal and external stakeholders, ensuring seamless workflows across operational hubs. Committed to delivering high-quality administrative support that enhances efficiency, strengthens compliance and contributes to organisational growth.

CORE COMPETENCIES

- ✓ Driver's License: Code 10
- ✓ Office & Administrative Coordination
- ✓ Stakeholder & Client Relationship Management
- ✓ Document Control & Reporting
- ✓ Financial Administration & Budget Support
- ✓ Calendar, Travel & Meeting Coordination
- ✓ Workflow, Filing & Records Management
- ✓ Staff Support, Onboarding & Training Assistance
- ✓ High-Level Communication & Correspondence
- ✓ Data Capturing, Accuracy & Quality Assurance
- ✓ Multi-Departmental Support & Task Prioritisation
- ✓ Problem-Solving & Decision-Making
- ✓ Team Collaboration & Professional Conduct

PROFESSIONAL EXPERIENCE

Admin Manager
Builders Warehouse – KwaMhlanga | 2024 – 2025

- Manage administrative functions across Dispatch, Frontline, Receiving and Stock Control departments.
- Prepare store budget forecasts, sundry expenses and monthly accruals to support financial accuracy.
- Oversee staff scheduling, payroll submissions and timesheet validations.
- Monitor profit and loss indicators and ensure compliance with operational controls.
- Drive high-performance culture by facilitating performance management discussions.

Admin Operations
Builders Warehouse – Midrand | 2023 – 2024

- Supported administrative processes across the business, ensuring efficient task coordination.
- Facilitated reporting, documentation management and daily operational updates.
- Assisted with stakeholder queries and departmental communication.
- Updated records, logs and operational documentation to maintain data accuracy.

Front End Head of Department
Builders Superstore – Atteridgeville | 2023 – 2024

- Oversaw frontline operations, ensuring a high standard of customer service delivery.
- Coordinated cashier performance, process adherence and customer flow.
- Managed daily cash-ups, variances, reports and banking preparations.

Front End Supervisor
Builders Warehouse – Woodlands | 2022 – 2023

- Supervised front-end teams, ensuring accurate transaction processing and service excellence.
- Conducted float checks, cash-ups and reconciliation procedures.
- Monitored staff performance and addressed customer escalations.

Banking Clerk
Builders Warehouse – Woodlands | 2014 – 2016

- Prepared daily banking deposits, reconciliations and financial documentation.
- Monitored cash handling accuracy and compliance with financial procedures.
- Maintained financial records and supported audits.

Retail Operations Intern – Cashier
Harambee & Builders Warehouse – Woodlands | 2015

- Assisted in retail sales operations and POS transaction processing.
- Supported customer service delivery and frontline administration.
- Maintained stock records and merchandising standards.

EDUCATION

W&R SETA Retail Supervisor Finance NQF Level 4 Certificate
Guest Resources | 2024

Diploma in Business Administration
Alison Online Learning | 2024

W&R SETA Retail Operations NQF Level 3 Certificate
Harambee & Builders Warehouse Internship | 2015

Matric Certificate – Business Studies
Ramoshidi Technical and Commercial High School | 2008

TECHNICAL SKILLS

- ✓ Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)
- ✓ SAP & Retail Management Systems
- ✓ Electronic Filing & Records Systems
- ✓ Workflow and Administrative Systems
- ✓ Financial Administration Software
- ✓ Email Management & Professional Correspondence

LANGUAGES

- **English:** Fluent
- **IsiZulu:** Fluent
- **Northern Sotho:** Fluent

REFERENCES

Available Upon Request