COVER LETTER

Puleng Refile Makau
Tembisa, Gauteng
067 888 1134
prefloemakau@gmail.com

24 April 2026

Ms Moipone Makhanya
KTVR Bus Service
Kempton Park

Dear Ms Makhanya,

I am writing to express my interest in the Human Resources Administrator position at KTVR Bus Service. Currently in my final year of a Bachelor of Commerce in Human Resource Management at MANCOSA, I am eager to transition into a professional HR environment where I can apply both my academic knowledge and administrative experience.

In my current role at Goldwagen Distribution Centre, I frequently serve as an Acting Receptionist, where I manage high-volume communications, coordinate meetings, maintain records, and handle confidential information. These responsibilities have strengthened my organisational skills, attention to detail, and ability to support functions aligned with HR administration.

My academic background includes Labour Law, Human Resource Information Systems, Training and Development, and Organisational Leadership, which equips me with a solid foundation in HR practices. I am confident in my ability to contribute to maintaining employee records, supporting HR processes, and ensuring administrative efficiency.

While I understand that this role requires a higher level of experience, I would greatly appreciate the opportunity to be considered for an internship, learnership, or job shadowing opportunity within your Human Resources department. I am highly motivated to gain practical exposure and contribute meaningfully while continuing to develop my skills within your organisation.

I am committed, reliable, and eager to grow within a professional HR environment. I would welcome the opportunity to contribute to KTVR Bus Service and further develop my career in Human Resources.

Thank you for your time and consideration. I look forward to the opportunity to discuss my application further.

Yours sincerely,

Puleng Refile Makau

CURRICULUM VITAE

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PROFESSIONAL SUMMARY
Highly dependable and detail-oriented administrative professional with over 4 years of experience in office support, reception, and administrative operations. Currently in the final year of a Bachelor of Commerce in Human Resource Management at MANCOSA, with strong academic performance including multiple distinctions. Demonstrates proven ability to manage records, coordinate schedules, handle confidential information, and support administrative functions aligned with HR operations.

CORE COMPETENCIES
HR Administration, Employee Records Management, Filing Systems, HRIS (Academic), Scheduling, Communication, Labour Law Knowledge, Microsoft Office, Confidentiality, Time Management

PROFESSIONAL EXPERIENCE
Goldwagen Distribution Centre (Jan 2021 – Present)
Receptionist (Acting) / Cleaner
• Manage high-volume communications and front desk operations
• Coordinate meetings and schedules
• Perform data capturing and filing
• Maintain structured records
• Handle confidential information
• Provide administrative support across departments

Woolworths (Oct 2019 – Apr 2020)
Operations Assistant
• Administrative support and documentation
• Record maintenance and reporting

Woolworths (Sep 2018 – Oct 2019)
Sales Floor Assistant
• Customer service and transactions
• Stock control and reporting

Kwa-Mgungq Internet Café (Apr 2015 – Jan 2016)
Front Desk Attendant
• Bookings and customer service
• Record keeping and admin support

EDUCATION
Bachelor of Commerce in Human Resource Management (Final Year) – MANCOSA
Key Achievements: Distinctions in Business Statistics, Entrepreneurship, Organisational Leadership

REFERENCES
Erasmus Quin – 012 748 3800
Dakalo Makuahana – 011 799 5920
Mokgobe Bontle – 012 641 0100
Cynthia Kekana – 071 716 7665