PHIKISILE MAHLANGU

Olifantsfontein, Gauteng, South Africa

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PROFESSIONAL SUMMARY

Caring, self-motivated, and detail-oriented professional with extensive experience in security control room operations, office administration, reception, filing, and healthcare support. Proven ability to communicate effectively with clients, staff, and management while remaining calm under pressure. Highly organized, trustworthy, and committed to confidentiality, compliance, and service excellence. Experienced in emergency response, reporting, access control, and administrative systems.

CORE SKILLS

Office Administration, Reception Operations, Incident Reporting, Access Control, CCTV Monitoring, Emergency Response, Fire Safety, Customer Service, Record Keeping, Filing Systems, Time and Attendance (Kaba), Audit Support, Microsoft Word, Excel, MS Office

WORK EXPERIENCE

Security Control Room Officer – Peermont Global (Emperors Palace)

June 2020 – Present

Incident reporting using CheetEye system; daily occurrence book and detection statistics; compilation and distribution of daily incident reports; CCTV monitoring and footage reviews; lost and found management; daily testing of Maestro fire alarm systems; emergency response and fire department notification; SHEQ compliance support; risk identification and prevention; guest complaint handling; internal audit support; daily control room checklists including BMS systems, radio tests, fire alarms, and progressive jackpots; monthly gaming stationery audits; Kaba time and attendance adjustments.

ID Office Coordinator – Peermont Global (Emperors Palace)

February 2016 – November 2019

Access control management; capturing employee data on Sofcon and Impro systems; printing and issuing staff ID cards; raising purchase orders; submitting documentation to Finance; monthly gaming stationery audits; daily Kaba adjustments; capturing and maintaining Protection Services and Gaming Security rosters; updating departmental financial spreadsheets.

Security Control Room Officer – Peermont Global (Emperors Palace)

April 2015 – January 2016

Daily incident reporting using CheetEye; occurrence book completion; CCTV monitoring; fire alarm testing; emergency response; SHEQ compliance; risk identification; guest service; internal audit support; control room checklist completion; camera readiness checks.

Receptionist / Medical Assistant – Ikhambi-Care Health Care Solutions

January 2015 – March 2015

Patient reception; appointment scheduling; provider coordination; patient comfort and communication; medical records management; billing and financial updates; inventory control; supplier orders; confidentiality and

compliance.

Basic Life Support (BLS) Medic – Ikhambi Care

November 2008 – December 2014

Emergency medical response in casino and primary healthcare environment; vital signs monitoring; oxygen therapy and splint application; patient report forms; medical dockets; equipment readiness; first aid and fire equipment inspections; emergency exit checks; fire alarm response; VCT services; reception and administration support.

Filing Clerk (Contract) – Long Distance

October 2016 – December 2016

Document collection and assessment; filing system maintenance; record retrieval; scanning and archiving; destruction of outdated files; phone inquiry assistance; mail and courier handling; document copying and delivery.

Volunteer – Elim Clinic

March 2006 – October 2006

Drug and substance abuse awareness; HIV and AIDS training.

EDUCATION & QUALIFICATIONS

Generic Management NQF Level 3 – ICHAF Training Institute (2017–2018)

Security Grades E, D, C – Ubunye Security Training (2015)

Basic Ambulance Assistance – Global Emergency Technologies (2007)

Pre-Nursing and First Aid Levels 1–3 – St Vincent College (2007)

Electronics Engineering N3 – Ekurhuleni West College (2004)

Grade 12 – Thuto ke Maatla (2002)

REFERENCES

Available on request