

Tshiwela Charmaine Ramaphala

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Nationality: South African

Professional Profile

Transitioning communications professional with extensive stakeholder management experience into an aspiring software engineer. Currently pursuing a Software Engineering scholarship at Power Learning Project Africa. Combines strong communication expertise with growing technical skills in programming languages including JavaScript, Python, HTML, and CSS. Driven by a passion for solving real-world problems through technology with a results-oriented mindset and unwavering commitment to integrity.

Technical Skills

- **Programming Languages:** JavaScript, Python, HTML, CSS
- **Cloud Services:** AWS
- **Version Control:** Git, GitHub
- **Web Development:** Responsive Design, Frontend Development
- **CRM Systems:** Customer Relationship Management platforms
- **Project Management:** Agile methodologies, Scrum

Professional Experience

Stakeholder Relations Officer | Captain of the South African Airforce

South African National Defence Force

01/2021 – 10/2024 | Pretoria, Gauteng, South Africa

- Developed and implemented comprehensive stakeholder management strategies, aligning with internal and external stakeholder values and objectives
- Initiated and managed global partnership programs compliant with strategic training initiatives

- Managed ZAR9 million annual communication budget covering corporate events, social responsibility initiatives, and media buying
- Led stakeholder engagement sessions to gather feedback on proposed changes
- Facilitated communication between stakeholders with conflicting interests
- Provided detailed reports and summaries of stakeholder feedback for Senior Management
- Monitored stakeholder reactions to organizational actions and advised on mitigating negative feedback
- Directly supervised 3 Communication Specialists and 2 Communication Interns

Key Achievements:

- Reduced overhead costs by 50% through efficient budget management
- Maintained and enhanced relationships with various media houses, clients, and partners
- Successfully implemented continuous improvement initiatives aligned with overall communication strategy
- Formulated strong relationships with service providers resulting in consistently positive outcomes

Corporate Communications Officer

South African National Defence Force

01/2012 – 12/2020 | Pretoria, Gauteng, South Africa

- Provided timely communications expertise on organizational reputation to principals
- Led and designed communication and outreach initiatives in collaboration with Executives
- Developed and integrated departmental corporate goals and strategies into all communication activities
- Fostered an inclusive workplace focused on opportunity, service, trust, and innovation
- Managed media and public relations inquiries to ensure positive organizational image
- Produced multimedia content, publications, and articles for stakeholder engagement
- Planned and managed short, medium, and long-term financial goals for the division
- Led a team of communication specialists in developing and implementing integrated communication strategies
- Created and distributed press releases to local, national, and international media outlets
- Organized and hosted promotional events
- Established and maintained social media presence to build company's online engagement

Customer Services Clerk - Logistics

South African National Defence Force

08/2009 – 11/2012 | Pretoria, Gauteng, South Africa

Education

Software Engineering

Power Learning Project Africa

02/2025 – present

Photojournalism | Advanced Certificate

The Market Photo Workshop

02/2021 – 12/2021

BA Communication Science

University of South Africa/Universiteit van Suid-Afrika

01/2009 – 12/2014

Focus: Communication and Media Studies

Core Competencies

Communication

- Strategic Communications
- Crisis Communications
- Written Communication
- Journalism
- Integrated Marketing
- Internal Communications
- Media Relations

Technical

- HTML/CSS
- JavaScript
- Python
- AWS
- Customer Relationship Management (CRM)

Leadership

- C-Level Relationships
- Stakeholder Management
- Project Management
- Strategic Planning
- Team Leadership
- Budget Management
- Decision Making

Personal

- Problem-Solving
- Relationship Building
- Negotiation
- Detail-Oriented
- Time Management
- Organization Skills

Interests

- Web Development
- Frontend Design
- Full Stack Development
- Data Analysis
- Mobile App Development
- UI/UX Design
- Open Source Contribution

References

Available upon request