



Thabang Duke Nkosi

PROFILE

Experienced Administrator with a strong background in technical support, desktop assistance, and administrative management. Proficient in organizing appointments, supporting senior management, and ensuring accurate reporting. Skilled in managing social media and event planning. Demonstrated expertise in delivering prompt technical assistance, troubleshooting hardware and software issues, and facilitating user training.

CONTACT

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(+27) 79 019 6800

Gauteng, South Africa

KEY SKILLS AND CHARACTERISTICS

- Excel
- SharePoint (Intermediate enduser)
- MS Office suite
- CRM • Customer and Client relations
- Analytical skills • Leadership
 - Organizational skills • Google

EXPERIENCE

ASSISTANT ADMINISTRATOR

Tshwane School for Business & Society (TSB)

JUNE 2023- 2023 DECEMBER

Proficiently organized and managed appointments using Microsoft Teams, supporting executive and senior management with requests and inquiries, ensuring accuracy in monthly reports and meeting minutes. Effectively addressed administrative needs and queries while maintaining meticulous records for enhanced efficiency. Managed TSB's social media, designing posters and utilizing digital marketing tools to boost presence and application numbers. Successfully orchestrated events for Masters students and the Advisory Board, yielding outstanding outcomes.

TECHNICAL SUPPORT /DESKTOP SUPPORT

INCREDIBLE SOLUTIONS PTY, LTD (GAME & DION WIRED)

JULY 2016- FEBRUARY 2020

Delivering prompt and efficient technical assistance to endusers encompassing desktop hardware, software, and peripherals. Proficiently handling installation, configuration, and troubleshooting of desktop operating systems and applications. Swiftly diagnosing and resolving hardware and software issues across various devices. Facilitating user account management and ensuring data security through access controls. Executing system upgrades and patches for enhanced stability and security. Thoroughly documenting technical processes for knowledge dissemination and future reference. Providing comprehensive user training to boost technological proficiency and productivity. Managing hardware and software inventory for accurate asset tracking and compliance. Upholding IT policies and standards to ensure security and regulatory adherence.

Senior Buyer

CASH CRUSADERS CELTIS RIDGE

DECEMBER 2013 - JUNE 2015

Proficiently assessed, tested, and procured goods through adept negotiation with clients. Managed administrative tasks including data organization, filing, and inventory control. Demonstrated strong financial acumen by overseeing daily banking and cash flow management. Provided daily staff training on products and implemented effective leadership strategies through planning and leading team meetings.

EDUCATION

- Higher Certificate PC Engineering (Damelin College)
- Dip. Administrative Information Management (Current)