

# DUMOLUHLE SIKHOSANA

**ADDRESS:** 604 Record House, 86 Eloff and Pritchard Street, Johannesburg, 2001 | 064 9736 068 | dumoluhledumo@gmail.com

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## PROFILE

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**Employment Equity: Black South African Male**

**Languages: English, IsiZulu, SeSotho**

**Skills and Competencies: Research, Computer, Communication, Results Oriented, Internet, Microsoft Outlook, Innovation, Analytical, Adaptation, Learning Agility, Detail Oriented & Time Management**

Dumoluhle Sikhosana is a versatile technical support professional with over 4 years of experience across customer service, data collection, administration, and academic assistance. He holds a BSocSci Honours in Development Studies and a BA in Sociology and Criminology. Skilled in Microsoft Office Suite, SharePoint, Sage 50, and CRM platforms. He thrives in dynamic environments, values integrity and accountability, and is passionate about technology and business development.

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## EXPERIENCE

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### FORMAL EMPLOYMENT

#### **Sage South Africa | Customer Service – Technical Support | 04/08/24 to date**

- Sage Business Cloud Accounting Processing, adding Customer and Supplier Accounts, Creating Companies. Sage 50 Pastel Accounting Installation, Troubleshooting Errors, Creating Companies, Creating and Managing Users, Creating Customer and Supplier Accounts, Processing Invoices and other Customer and Supplier Documents etc.
- Helping clients via Inbound and Outbound Calls, Emails and Chats. Ensuring Service Improvement, Adhering to Operation Instructions, Reporting & Escalating Incidences to team leader

#### **Zaio Technology | Primary Contract | Yes4Youth Internship | Alchemy Health Technologies | Secondment Agreement | Customer Support Agent | Board of Healthcare Funders | Workstation | Customer Support Agent | 08/01/24 to 26/07/24**

- Processing Practice Code Number Applications and Processing Accounts Updates on CRM
- Data Capturing and Cleaning
- Share-Point Document Management

- Checking Account Balances on Pastel, Issuing Account Statements, and Receiving and Escalating payments to finance
- Verifying Certificates and Licences through regulatory bodies like HPCSA, SANC, and doing other verifications on other sites like Net-Cash
- Monitoring real-time service levels, act when needed, and analyse all real-time client queries

#### **Moses Kotane Institute | Data Collector | May 2022 to May 2023 - 1 year**

- Collected and processed data from over 100 households and 50 entities using Google forms and other methods for research purposes
- Worked collaboratively with colleagues to meet daily targets without compromising quality

#### **Statistics South Africa | Data Collector | March 2022 to April 2022 - 2 months**

- Collected and processed data from over 200 households for census purposes

#### **Devland Meat Production | Blockman | April 2016 to April 2017 - 1 year**

- Cutting and processing meat, receiving and packing and other duties

### **SELF-EMPLOYMENT**

#### **Academic Assistant | Freelancer | June 2019 to December 2023 - 4 years**

- Assisted postgraduate and undergraduate students in various modules such as **Research, Human Resource Management, Business Administration, Logistics and Supply Chain Management, Political Science, Sociology, Criminology** and **Economics** over others
- Communicating with students through various platforms including email and WhatsApp

### **VOLUNTEER WORK**

#### **Applications Administrator | September 2017 to 2023 November**

- Sending study applications in various universities and colleges
- Sending applications for NSFAS and other bursaries
- Providing guidance and information regarding study options
- Sending enquiries at universities, colleges, and potential sponsors on behalf of the students

#### References:

| Contact Person | Relationship | Company           | Contact details |
|----------------|--------------|-------------------|-----------------|
| Thulani Mbatha | Trainer      | Sage South Africa | 083 2943 133    |
| Nancy Magaba   | Team leader  | Sage South Africa | 073 8260 069    |
| Sifundo Siwela | Supervisor   | Freelance         | 071 7464 218    |

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## EDUCATION

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### UNIVERSITY OF PRETORIA

**2021 | BSocSciHons Development Studies | Completed | Certificate in process**

Development Research, Community Engagement, Development Policy, Project Implementation, Monitoring and Evaluation etc.

**2020 | Bachelor of Arts: Criminology and Sociology | Completed**

Criminal Justice System, Crime Prevention, Victim Impact Assessment etc. | Education and Employment, Social Stratification, Leadership and Management, Organizational Culture, Workplace D&I etc.

### DINGUKWAZI HIGH SCHOOL

**2015 | National Senior Certificate | Completed**

**English, IsiZulu, Math literacy, Geography, History, Tourism, Life Orientation**