



# Mr. Samkelo Dlamini

## Administrative Assistant.

### PERSONAL SUMMARY

I am a driven, innovative and motivated young professional. In view of my pursuits of education, I have made it my priority to base the foundation of my professional stature through developing my technical skills to hopefully join an organisation that is willing to recognise me as a fully-fledged professional. My philosophy is to strive for excellence through the pursuit of operational methodologies that look to empowering individuals and providing support to superiors through innovative and strategically designed solutions. I am an excellent communicator with a willingness to learn and absorb the intricacies of the professional world to be a leading Business and Law inclined expert. Hilton Garden Inn Hotel 2023 February Team member of the month.



Mbabane, Eswatini  
H100



+268 7667 3468



[samsgwa@gmail.com](mailto:samsgwa@gmail.com)

### ACADEMIC PROFILE

#### Tertiary Education

**University of Namibia**

*Master of Business Administration (NQF 9)*

2024

**University of Namibia**

*Postgraduate Diploma in Business Administration (NQF 8)*

2019

**Institute of Commercial Management (Bournemouth, England)**

*Undergraduate Qualification: Legal studies (NQF 7) 2017*

#### Secondary Education

**Swazi National High School**

*IGCSE Certificate*

2012

### PROFESSIONAL EXPERIENCE

#### SG Advisory – Paralegal & Administrative Officer

2015 to 2019

- Handling office tasks, such as filing, generating reports and presentations, setting up for meetings, reordering supplies and ensuring legal compliance of the company.
- Providing real-time scheduling support by booking appointments and Leading development strategy and implementation.
- Ensure appropriate policies are in place for management of company assets.
- Screening phone calls and routing callers to the appropriate party.
- Using computers to generate reports, transcribe minutes from meetings, improve governance, and conduct research.
- Maintain a cost and quality benchmark for supplies.
- Maintain polite and professional communication via phone, e-mail, and mail.

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- Receiving payment by cash, cheques, credit cards, vouchers
  - Issuing receipts, refunds.
  - Answer customer's questions and provide information on procedures and policies
  - Completing reconciliations and banking tasks
  - Keep periodic balance sheets of amounts and number transactions.
  - Pay company bills by cash, vouchers and cheques.
  - Compile and maintain non-monetary reports and records.
  - Resolve customer complaints and management of conflict.

#### **ADDITIONAL WORK EXPERIENCE**

*\*I have been engaged by a number of referenceable organisations that have engaged me on a short basis. These are open for discussion with prospective employers and have been omitted for purposes of relevance.*

#### **COMPUTER LITERACY**

- MS Office
  - Word
  - Excel
  - Power Point
  - Outlook
- Internet Utilisation
  - Research
  - Rudimentary Report writing

#### **ADDITIONAL SKILLS AND PROFICIENCIES**

- Excellent administration and personnel management skills
- Advanced technical legal comprehension of clerical/legal administrative duties
- Communication skills and in-depth knowledge of Business Administration inputs
- Observant, precise and analytical skills
- High levels of quality customer care and service skills
- Patience
- Team-Oriented
- Critical Thinking
- Multitasking

#### **REFERENCES**

##### **Mr Zama Ngcobo**

Eswatini Royal Insurance Corporation

General Manager

Contacts: (+268) 76024954 / 76050482

Email address:zama@scric.sz

##### **Mr Doctor Mlotsha**

Eswatini Tourism Authority

Human Resource Manager

Contacts: 24424206/ (+268) 76065775

Email address:dmlotsa@gmail.com

##### **Mr Chris Gama**

SG Advisory

Director

Contacts: (+268) 76372145 (Eswatini)

07958079285 (England, London)