

Mandla Steven Nyembe

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📍 Soweto, South Africa

Profile

Highly organised and dependable applicant who has shown the ability to handle multiple obligations while remaining positive. Eager to take on new challenges and responsibilities to help reach team goals. Proven track record of successful consulting across different sectors. Possesses strong interpersonal, problem-solving, and analytical skills that may be used to deliver valuable insights and recommendations to client organisations. Knowledge of operations, strategy, and finance improves the ability to generate organisational resilience and performance in a dynamic business environment.

Work Experience

Cybersecurity Intern , <i>Capaciti</i>	2024 Oct – present
<ul style="list-style-type: none">• Participated in vulnerability assessments, identifying and reporting security weaknesses in simulated systems, leading to a 20% increase in overall system security readiness.• Researched and presented on emerging cybersecurity threats and trends to a team of 15 peers, resulting in a 15% improvement in threat awareness and proactive measures adopted by a team.	
Executive - Operations , <i>Startek</i>	2024 Aug – 2024 Sep
<ul style="list-style-type: none">• Collaborated with team members to enhance service delivery and customer satisfaction, achieving a 20% increase in positive customer feedback.	
Service Consultant , <i>First National Bank</i>	2023 Jul – 2024 Jun
<ul style="list-style-type: none">• Drove cancellation processing productivity from 5% to 100% through innovative process enhancements and cross-departmental collaboration.• Achieved 98% data accuracy and integrity by meticulously updating customer records, ensuring compliance and minimising errors.• Improved communication effectiveness by 95% through streamlined administrative processes, issuing clear and timely cancellation letters to clients, and fostering transparency and professionalism.	
Education Assistant , <i>Gauteng Department of Education</i>	2021 Nov – 2022 Aug
<ul style="list-style-type: none">• Led mentorship and evaluation of 150+ students, upholding academic standards and fostering growth.• Garnered exceptional feedback from 80% of faculty, elevating admission success by 10%, and showcasing dedication to academic excellence and institutional advancement.	
Office Administrator , <i>Revolution Media Academy</i>	2020 May – 2021 Jun
<ul style="list-style-type: none">• Handled 50+ calls daily, delivering top-notch administrative support within a high-functioning 4-person team, which streamlined operations and consistently ensured client satisfaction.• Attained a 90% client satisfaction rating, contributing to a 15% reduction in cancellations, showcasing a proven track record in boosting client retention and elevating overall service quality.	

Community Aged Care Worker , Soweto Home for The Aged <ul style="list-style-type: none"> Achieved a 70% increase in client satisfaction by fostering meaningful relationships, providing compassionate emotional support, and offering companionship, nurturing a sense of belonging and well-being. 	2019 Mar – 2019 May
Warehouse Operator , Sharp Labour Services <ul style="list-style-type: none"> Slashed operational costs by 15% through streamlined inventory management strategies. Orchestrated daily operations for a 10-member team across 2 shifts, ensuring seamless coordination and optimal performance. 	2016 Jan – 2017 Jan
Volunteer Administrative Assistant , Legal Aid South Africa <ul style="list-style-type: none"> Implemented a new record-filing system, enhancing document organisation and management by 25%, which streamlined access and retrieval processes. 	2014 Apr – 2015 Mar Soweto, South Africa
Field Sales Agent , AS Marketing <ul style="list-style-type: none"> Boosted customer satisfaction and retention rates by 35% through effective handling of customer complaints, utilising skilled negotiation techniques to swiftly resolve issues and exceed customer expectations. 	2013 Mar – 2014 Apr
Conversion Processing , Metrofile <ul style="list-style-type: none"> Spearheaded a 10% efficiency improvement through precise material organisation, enabling swift retrieval. 	2011 Feb – 2011 Aug

Education

Master of Science in Financial Engineering , WorldQuant University	2025 Jul – present
CompTIA Cybersecurity Analyst (CySA+) ce , CompTIA	2024 Oct – 2025 Jan
Bachelor of Science In Business Administration , University of the People	2020 Mar – 2024 Jul
National Certificate: Business Analysis Support Practice NQF Level 5 , Mindworx Academy	2023 Jul – 2024 Jun
SQL Database Management , Mindworx Academy	2023 Aug – 2024 Mar
Digital Marketing: Crafting a winning strategy , MANCOSA	2023 Jan – 2023 May
Teaching English to Speakers of Other Languages , Arizona State University	2021 Oct – 2022 Oct
National Certificate: Radio Production NQF Level 5 , Revolution Media Academy	2020 May – 2022 Nov
National Certificate: Project Management NQF Level 5 , Meriting Youth Development	2019 Oct – 2022 Mar
Artificial Intelligence in the 4IR , University of Johannesburg	2022 Mar – 2022 Aug
Best Practices for Biomedical Research Data Management , Canvas Network	2021 Jun – 2021 Oct
Digital Image Processing with OpenCV Python , GIS and Earth Observation University	2021 May – 2021 Oct
Basic Computer Training Course , Afrika Tikkun	2020 Feb – 2020 Jun
Business and Entrepreneurship Development , YALI Regional Leadership Center Southern Africa	2019 May – 2019 Aug

Skills

- InHouse Systems
- Project Management
- Cancellations
- Administrative Support
- Query Resolution
- Email Correspondence
- Customer Service
- Research and Analysis
- Financial Management
- Budget Cost

Languages

- English
- Zulu
- Sotho

References

Oarabile Mogase, Supervisor, Capaciti
0797182928

Bernadine Alexander, Manager, FirstRand Bank Limited
0791162078

Bongani Koza, Team Leader, PI Company South Africa
0659628591

Sabelo Mpanza, Supervisor, Revolution Media Academy
0835124353