

Phezisa Mpiyakhe

(062) 372 – 7551
mirandampiyakhe@gmail.com
Midrand, Gauteng, South Africa

Summary

Detail-oriented Office Administrator skilled in optimizing office workflows and boosting productivity. Proven ability to multitask, problem-solve, and deliver exceptional support. Increased office efficiency by 20% through process automation and consistently delivered exceptional support to executives. Eager to contribute to a dynamic team, leveraging my efficiency and customer service focus to drive results.

SKILLS

- Communication (Written and Oral)
- Problem-Solver
- Planning, organizing and coordinating
- Diary management
- Technology Proficiency
- Data Entry & Record Keeping
- Financial Management
- HubSpot, Trello
- Microsoft Office and Google Workspace
- Data Analysis
- Collaborative and Proactive

EDUCATION

09/2024 **Meta Certified Digital Marketing Associate**

11/2011 **Diploma in International Travel**

EXPERIENCE

Administrative Assistant

Mangoyi Travel and Rentals | Jan 2023 - Oct 2023

- Processed over 50 financial documents monthly, achieving 100% accuracy in payment records and reducing errors by 25% using Xero and Sage.
- Managed high volumes of phone calls, inquiries, and requests, delivering prompt and efficient communication to clients and stakeholders.
- Maintained data integrity through accurate data entry and meticulous document preparation/editing, facilitating smooth operations and informed decision-making.
- Streamlined email management and organization; responding to internal and external queries.

Office Administrator

DNG Energy | Dec 2020 - Oct 2022

- Provided comprehensive administrative support to the CEO's Office and departments, enhancing operational efficiency.
- Streamlined executive scheduling and increased meeting efficiency by 20% through optimized diary management for senior executives.
- Supported executive teams with calendar management, travel arrangements, and coordinated meetings.
- Served as the first point of contact for clients over the phone, addressing their needs and directing them to the appropriate resources.

Office Assistant and Receptionist
Prue Leith Culinary Institute | Oct 2019 - Nov 2020

- Welcomed and assisted visitors professionally, providing knowledgeable support.
- Acted as a liaison for remote team members, managing office supplies and purchases to support daily operations.
- Documented interactions with clients and students and maintained accurate records of customer inquiries
- Scheduled and organized meetings, conferences, and events; prepared agendas and materials, and documented meeting minutes as needed.

Operations Coordinator
Luxlink Chauffeur & Concierge Services | Jun 2014 - Apr 2019

- Delivered high-quality concierge services, arranging travel and detailed itineraries, boosting client satisfaction.
- Supervised a fleet of 12+ vehicles and 10 drivers, achieving a 90% on-time service delivery rate.
- Performed basic financial tasks, including invoicing and petty cash management, ensuring accuracy and adherence to financial standards.
- Identified and resolved operational issues proactively, recommending solutions to enhance service efficiency.

Front of House Receptionist
Hotel Savoy and Conference Centre | Feb 2013 - May 2014

- Efficiently managed guest check-ins and check-outs using the OPERA system, contributing to a seamless guest experience.
- Reduced system discrepancies by 40%, enhancing operational efficiency and guest satisfaction.
- Prepared meeting and training rooms, promptly addressing discrepancies for smooth operations.
- Coordinated with departments to ensure cohesive booking experiences for group reservations.

CERTIFICATES

05/2024	AI Career Essentials
06/2024	Introduction to HubSpot
08/2024	Introduction to Office and Administrative Management