

Personal details



Pinky Makhanya



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50 Durban Rd, Mowbray
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Technical Skills

Microsoft Office Suite (Excel, Word & PowerPoint)

HTML, CSS, JavaScript & React

Google Suite (Docs, Sheets)

Other Skills

Excellent Communication

Time Management

Administrative and Organizational

Leadership and Teamwork

Problem-solving and critical thinking

Profile

A highly organized and detail-oriented professional with strong experience in data analysis, administrative support, and customer service. Recognized for managing multiple tasks efficiently in fast-paced environments while ensuring meticulous attention to detail and data accuracy. Known for clear communication skills, an ability to handle client inquiries effectively, and a focus on delivering excellent service. Able to work independently or as part of a team, with a proactive approach to problem-solving and a passion for leveraging technology to enhance customer experiences.

Education

BEng Chemical Engineering

University of Cape Town (UCT)

Employment

Data Analyst Intern

DATA4MIA

- Collaborated with cross-functional teams to manage and analyze essential datasets for municipal water and sanitation infrastructure projects.
- Performed data quality assurance tasks to verify accuracy and consistency of critical data points, enabling informed decision-making across departments.
- Utilized Google Sheets and Excel to track data trends, identify anomalies, and present findings
- Created and maintained organized documentation for data collection processes, ensuring transparency and easy reference for future projects.

Data Capture Assistant

IEC, CPT

- Assisted with data collection and management during national elections, ensuring the accurate capture of voter information and election results.
- Supported the processing and verification of election data to maintain the integrity of electoral outcomes.

Call Center Representative

CCI

- Provided virtual administrative assistance to multiple clients and handling data entry
- Assisted clients in responding to customer inquiries, resolving complaints, and maintaining positive customer relations
- Worked with the team to ensure seamless transitions between departments, improving the overall customer experience

Peer Tutor and Mentor

UCT

- Planned and Delivered structured tutoring sessions for first-year Promaths students in *Geosystems*, *Mathematics*, and *Mineral Processing*, setting clear learning objectives and tailoring strategies to each student's strengths and learning needs
- Led and motivated mentees by breaking down complex concepts, maintaining open communication, and providing constructive feedback to build confidence and encourage continuous improvement.
- Managed time efficiently by balancing multiple tutoring sessions alongside academic commitments, ensuring that deadlines were met and that students received consistent, high-quality support.
- Solved problems proactively, adapting approaches when students faced difficulties, fostering a supportive learning environment, and finding creative methods to clarify challenging topics.