**TSITSI YUNICE MUGWINYI**  
  
Number 68 High Meadow Groove, Estelle Road Paulshof  
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Email: emugwinyi@gmail.com  
  
**PROFESSIONAL PROFILE**  
  
A resourceful, hard-working and dedicated individual with outstanding administrative and organisational skills and the proven ability to develop and implement effective new systems and procedures. Possesses excellent communication and IT skills with advanced knowledge of MS Office, is quick to grasp new ideas and concepts and always keen to develop new skills and expertise. Able to work well both independently and as part of a productive team, demonstrating the motivation and multi-tasking abilities required to meet demanding deadlines while maintaining the highest of standards. Articulate and proactive, combines a professional and confident approach with excellent interpersonal skills and can communicate concisely at all levels.  
  
**KEY SKILLS & EXPERTISE**  
  
•    Efficient and professional attitude at all times  
•    Excellent time management  
•    Good team player  
•    Positive and friendly attitude  
  
**CAREER SUMMARY**

March 2016-Present Canaan Electrical, Kibler Park, Johannesburg

* Developing office procedures and policies
* Filing and maintaining office records
* Dictating, typing and word processing
* Interviewing prospective clerical employees
* Evaluating the performance of each staff member
* Resolving inter office disputes
* Training new employees
* Petty cash
* Billing, invoices, human resources and filing
* Buying of groceries
* Flight bookings
* Buying of stationery

October2014-January 2016      Office Administrator, Q Tique 27, Rivonia, Johannesburg  
  
•    Responsible for developing, implementing and monitoring efficient office activities in addition to managing all correspondence  
•    Undertaking diary management and making travel arrangements as well as organising meetings with associated catering and accommodation  
•    Providing excellent customer care, dealing with enquiries both over the phone and face to face.  
•    General administration tasks  
•    Making key contributions to the management of the communication plan while monitoring and updating programme plans on a wider basis  
•    Preparing comprehensive consolidated project status and performance reports for the open team.

2010-2012       PA/Office Manager, Groeninghe Developers   
  
•    Undertaking PA duties including diary management for the IT Director in addition to managing team expenses, diaries and schedules and the IT budget  
•    Coordinating travel and accommodation arrangements as well as managing meeting schedules and organising lunches and refreshments  
•    Creating a range of documentation including presentations, correspondence, memos and reports as well as taking minutes when required, and providing secretarial support for the team and management  
•    Carrying out IT procurement activities, monitoring third-party suppliers to ensure consistently good value as well as maintaining the IT standard catalogue  
•    Overseeing the smooth operation of the procurement process, managing work queues and evaluating performance tracking activities  
•    Compiling reports highlighting costs of products and services as well as preparing data for forecasting and budgeting  
•    Undertaking office management activities with responsibility for stationery, equipment and company mobile phones as well as organising company and rental vehicles  
•    Keeping accurate records of holiday and absence in addition to establishing data tracking systems and developing efficient office procedures  
  
  
2009–2010 Jan        Sales and Training Coordinator, CAB PLATINUM Stores Sandton  
  
•    Working in a sales analyst role, preparing daily and monthly spreadsheets on behalf of the sales team and creating sales and performance graphs, sales and marketing presentations  
•    Maintaining the sales database as well as producing business reports on sales and income from membership joining fees and reconciling monthly commissions and quarterly bonuses  
•    Coordinating training activities, managing an online training diary and organising training events as well as preparing training packs and issuing joining instructions  
•    Delivering administrative support in sales and marketing as well as collating the training report on a monthly basis and organising accommodation, travel and refreshments as required

EDUCATION AND QUALIFICATIONS  
HNC – Computer Studies(MS word, MS excel, MS power point)

FURTHER SKILLS  
 IT proficiency        MS Office, MS Project, Pastel   
 Languages        English   
  
 OTHER DETAILS  
 Interests include  Running and reading  
  
  **REFERENCES ARE AVAILABLE ON REQUEST**