

BONGIWE OCTAVIA DHLAMINI

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PROFESSIONAL SUMMARY

Motivated and adaptable Information Communication Technology (ICT) graduate with hands-on experience in administrative support, customer service, and database management. Skilled in HTML, CSS, SQL queries, and problem-solving. Known for excellent communication, emotional intelligence, and ability to work effectively in fast-paced environments. Flexible team player capable of multitasking and meeting tight deadlines.

CORE SKILLS

- Customer Relationship Management
- Emotional Intelligence & Negotiation Skills
- Strong Numeracy & Analytical Skills
- Communication & Problem-Solving
- Database Management
- SQL Queries, HTML, CSS
- Time Management & Multitasking
- Team Collaboration & Independence

PROFESSIONAL EXPERIENCE

Administrative Assistant

HIAJ Security (Pty) Ltd – June 2022 to December 2023

- Assisted the administrative team with daily operational tasks, ensuring smooth workflow and accurate record-keeping.
- Managed reception duties during peak hours, greeting visitors and directing calls.
- Maintained databases and generated reports using SQL queries.
- Supported HR processes, including filing, document preparation, and scheduling.
- Developed strong customer service skills while engaging with clients and staff.

EDUCATION

Diploma in Information Communication Technology (Application Development)

University of Mpumalanga – Completed

National Certificate - Matric (Grade 12)

Sibusisiwe High School

PROJECTS & TECHNICAL PROFICIENCY

Database Management: Designed and maintained SQL databases, executed queries for data retrieval and reporting.

Web Development: Developed static webpages using HTML and CSS.

Technical Tools: Microsoft Office Suite, SQL, HTML, CSS.

REFERENCES

All references available on request in respect of the POPIA (Protection of Personal Information Act)