

TSHWARO MALOPE

Date of Birth: 1994/10/25

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Address: 9 Gibson Drive West, Buccleuch Sandton Johannesburg GAUTENG 2090

PROFESSIONAL SUMMARY

Proactive and results-driven Administrator with over 6 years of experience in office management, data analysis, customer service and 3 years messenger and official driver. Skilled in leveraging tools like Power BI and Sage Accounting to improve efficiency and ensure compliance. Proven track record in workflow optimization, vendor management, and delivering exceptional client service. Adept at coordinating projects and fostering positive client relationships, and seeking an Administrative or Office Management role where I can contribute to organizational success through streamlined operations and exceptional support

Core Competencies

- Administrative Support & Office Coordination
- Calendar Management & Scheduling
- Vendor Relations & Procurement Processes
- Financial Reporting, Budgeting & Invoicing
- Document Control & Records Management
- Data Analysis & Dashboard Creation (Power BI)
- Policy Compliance & Risk Mitigation
- Multi-Line Phone System Operation & Front Desk Management
- Onboarding Processes & Employee Support
- Meeting Coordination, Minute Taking & Follow-Up
- Inventory & Supply Chain Management

Technical Skills

- **Productivity Software:** Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Access)
 - **Data Analytics Tools:** Power BI (Dashboards, Reporting, Data Visualization)
 - **Accounting Platforms:** Sage Accounting & Payroll, Rent-Book
 - **Customer Management Systems:** (CRM) Platforms, Free-roll
 - **Collaboration Tools:** Zoom, Microsoft Teams, Google Workspace
 - **Administrative Tools:** Maris-IT, TPN, Document Archiving Systems
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LANGUAGES

- English: Good
 - Setswana: Good
 - Sesotho: Good
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ADDITIONAL INFORMATION

Availability: Immediate

Driver's License: Code 10 – Professional Driving Permit (PRDP) – 3 Years

PROFESSIONAL EXPERIENCE

Office Administrator

Six on Sergeant Student Accommodations

22/01/2021 – 05/08/2024

- Administered and managed all aspects of student accommodation operations for over 200 tenants annually, ensuring seamless on-boarding, tenancy management, and off-boarding processes.
- Oversaw student housing applications, lease renewals, and accreditation documentation in full compliance with university housing standards and institutional policies.
- Assisted students with private accommodation applications via the Oracle system, ensuring accurate submissions, verification of documents, and alignment with the University of the Free State's Off-Campus Accreditation process.
- Worked directly with the University of the Free State's Housing and Residence Affairs Department, coordinating student placements, compliance requirements, and issue resolution.
- Handled student complaints, maintenance disputes, housing claims, and disciplinary concerns, ensuring fair, prompt, and policy-driven resolutions.
- Participated in Housing Tribunal hearings and represented the organization in resolving tenancy-related cases and appeals between students and landlords.
- Coordinated and prepared compliance documentation in accordance with UFS Housing and Residence Affairs requirements, ensuring adherence to municipal by-laws, health, and safety regulations.
- Collaborated with scholarship and bursary organizations, including Moshal Scholarship Programme, NSFAS, Funza Lushaka, Allan Gray Orbis Foundation, ETDP SETA, and other UFS-affiliated funding partners, ensuring accurate documentation and placement of sponsored students.
- Conducted regular accommodation inspections, drafted inspection and maintenance reports, and ensured that all facilities met the 90%+ compliance threshold before accreditation.
- Maintained and updated tenant and property databases using Excel, Sage Accounting, and Rent-Book, ensuring data integrity and compliance with POPIA.
- Acted as a Student Liaison Officer, managing communication between students, landlords, and the university's Housing Affairs team.
- Served as a messenger and official driver, handling secure delivery and collection of contracts, compliance reports, and legal documents.
- Supported management and directors as a Personal Assistant, preparing presentations, coordinating meetings, and managing confidential correspondence.
- Processed supplier invoices, reconciled payments, and tracked financial transactions using Sage Accounting and internal systems.
- Compiled and presented operational performance reports using Power BI and MS Office Suite to support management decisions and accreditation audits.
- Oversaw asset management, procurement, and stock control, ensuring transparency and accuracy across all operational processes.
- Liaised with local authorities (SAPS, Fire Department, and Municipal Offices) to ensure compliance with accreditation, safety, and regulatory frameworks.
- Maintained professional relationships with students, property owners, and institutional partners, fostering accountability, service excellence, and student welfare.

Front Desk Administrator & Guest Relations

Ashwood Boutique Hotel

01/01/2016 – 28/02/2018

- Preserved close engagement with guests throughout their stay to foster loyalty and ensure a memorable experience. Anticipated and prioritized guests' needs with unwavering commitment to exceptional service.
- Ensured the seamless management of bookings and reservations, keeping the database meticulously updated and upholding confidentiality and data security.
- Maintained a clean and tidy workplace while actively upholding the hotel's commitment to its Environmental Charter, promoting sustainable and eco-friendly operations.
- Liaised directly with the Tourism Grading Council to secure proper accreditations, ensuring compliance with industry standards.
- Trained and facilitated in-service hospitality college students, providing hands-on mentorship and fostering the next generation of hospitality professionals.
- Executed daily, weekly, and monthly stocktaking to maintain accurate inventory records. Oversaw stock purchases, room inspections, and housekeeping protocols to ensure an exceptional guest experience.
- Performed night audit reports and ensured proper archiving and filing for recordkeeping. Created and managed weekly rosters and work schedules, optimizing staff productivity and operational efficiency.

Junior Client Liaison Administrator

ITC Clearance

15/01/2014 – 15/12/2014

- Welcomed and engaged with walk-in customers to create a positive, memorable experience and foster strong relationships.
- Provided comprehensive clerical and administrative support, including photocopying, filing, emailing, handling telephone inquiries, and general typing, ensuring team efficiency and productivity.
- Performed reception duties, including managing outbound telephone and face-to-face inquiries, registering consultations, and maintaining a professional front-line presence.
- Sustained computerized record-keeping and communication systems, ensuring accurate data entry and seamless operations.
- Mediated agreements between creditors and debtors, facilitating payment arrangements and resolving disputes effectively.
- Efficiently sorted and distributed emails according to instructions, while proficiently operating general office equipment to support daily business functions.
- Worked collaboratively with the administrative team, providing routine support and undertaking essential tasks to meet organizational needs.
- Ensured all client data was captured accurately, maintaining confidentiality and data integrity

EDUCATION

- **N4 – N5: Business Management** - *Motheo TVET College, 07/2014 – 07/2015*
 - **National Senior Certificate** - *Kagisho Comprehensive Secondary School, 01/2013 – 12/2013*
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SHORT COURSES & PROFESSIONAL CERTIFICATIONS

Course Completion – Cloud Onboarding for SAP Cloud ERP Private (Beginner Level)

SAP Learning — Completed: November 1, 2025

Completed foundational onboarding for SAP Cloud ERP Private. Gained working understanding of SAP for Me, cloud system access, project planning using SAP Activate and RISE with SAP methodology, Cloud ALM usage, enablement resources, and ongoing support framework. Developed familiarity with leveraging SAP solution innovation and AI for organizational performance improvement

Certificate of Successful Completion – Financial Management Delegations of Authority in Public Service

National School of Government – Completed: July 23, 2025.

Acquired in-depth knowledge of financial management principles and delegation of authority within the South African public service sector. Developed a strong understanding of accountability structures, compliance frameworks, and decision-making processes in financial governance.

Certificate of Competence – Digital Literacy and the Future IT Skills

University of KwaZulu-Natal – Completed: August 23, 2024.

Demonstrated comprehensive proficiency in digital literacy and future-oriented IT skills through a specialized competency-based program. Successfully enhanced adaptability to emerging technologies, digital transformation, and data-driven environments in the modern workplace.

Certified User – Sage Business Cloud Payroll (SBCPASA)

Sage University — Completed: April 18, 2024

Certified in payroll administration, system configuration, employee record management, statutory reporting, and compliance with South African payroll legislation.

Certificate of Completion – Introductory Guide for Sectional Title Owners (TRACS)

TRACS – Finished: August 24, 2022.

Completed an accredited course providing foundational knowledge of Sectional Title Management. Covered topics such as trustee roles, owner responsibilities, compliance, and effective participation in community scheme governance.

REFERENCES

1. Gabo Seisho

Former Supervisor – Six On Sergeant Student Accommodation

Mobile: 061 589 0530

2. Naledi Modiri

Former Operations Manager – Ashwood Boutique Hotel

Mobile: 082 793 4040

3. Edgar Watkins

Former Chief Executive Officer – IT Clearance

Mobile: 082 819 1044