



## **Curriculum Vitae**

### **Mamoya Hazel Mavoungou**

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Availability : Immediately

#### **SUMMARY**

Non Executive business professional with vast experience in administration, sales and customer service. Having worked in a family business for over 10 years, I have learnt self-discipline, resilience and mostly interpersonal relations. It also afforded me the opportunity to study towards my LLB Degree. My ambition is to use my earned legal knowledge with my business management skills to achieve greater level of success in my career.

#### **Skills & Competencies**

- Computer literate : MS Office, Graphics, Internet
- Administrative competence
- Planning and organization skills
- Very analytical
- Good Interpersonal skills
- Root cause analyzer
- Time management
- Good communication skill at all levels (written and verbal)
- Good telephone etiquette
- Diversity and conflict management
- Knowledge of process and procedures of the corporate environment
- Ability to act with tact and discretion
- Ability to handle irate clients / customers
- Willingness to provide best solutions with patience and understanding

#### **Current Activity:**

Practical Legal Training (PLT) Candidate

Institution: IPCE Law School

Duration: January 2024 – April 2024



## **Education Background**

2019 - 2023 Bachelor of Laws (LLB) (UNISA)

2017 - 2018 Higher Certificate in Law (UNISA)

2010 Certificate in Customer Relations Management (UNISA)

2001 Diploma in Executive Secretarial (College for Computer and Business Education

Ms Office, Business English, Secretarial Skills, Keyboard

Typing

1998 - 2000 Grade 12 (Upgraded to Technical Matric)

English, Afrikaans, Setswana, Biology, Maths, Technical Drawing,  
Mechanotechnology and Engineering Science

## **Work History**

**2014 – 2023** Tsweletso Lesedi Trading Enterprise (Family Business)

**Position:** Managing Director

### **Duties and Responsibilities:**

Develop and implement business plan and strategies

Develop marketing strategies for new products and services

Manage Employees working at the Printing and Business Consulting Department

✦ Payroll, Attendance Registers, Leaves, Set and Monitor Monthly  
Targets □ Monitor stock and supplies

Perform registration and maintenance of  
companies on behalf of clients (CC's and Pty (Ltd))

✦ Company registration, Director amendments , Annual Returns, Name  
Changes, Share  
Changes , Auditors/address amendments on  
CIPC portal □ SARS registrations and filing of  
annual returns

**2012 – 2022** Mamoya Properties and Projects (Family Business)

**Position:** Admin Manager

### **Duties and Responsibilities:**

Preparing and drafting of Rental Contracts for Prospective Tenants

Prepare and emailing of rental invoices and statements

Setting appointment for Agents

Collecting and capturing sales data from agents

Conduct property searches through Windeed for valuation and verification.

Draft property valuations to be finalised by Principal.

Reference: Mr Bernard Mavoungou (Director and Principal) 018 381 0547 / 084 969 2024  
Ms Mpho Moroka (Office Manager) – 018 381 8397 / 082 082 4879

2011 – 2012 Telkom Direct Store c/o NT Ngidi Consulting

Temp Sales Agent & Cashier

Duties: Customer Service – Attending to new sales and enquiries

Processing Account Payments

Changing and updating of Customer Data

Reference 012 348 2661

2008 – 2011 Virgin Mobile

Correspondence Consultant (Customer Service Operations)

Duties: Handling escalated queries from both internal and external customers  
Owning customer experience with autonomy to choose best course of action for the specific client

Processing porting for clients

Coordinating departmental logistics

Reference Mr.Nathan Williams – 084 628 4269

2007 – 2008 Prasa Metrorail

Customer Service and Ticket Sales

Reference Mr Molefi – 012 842 5411

2002 – 2006 Dr Gilbert Anyetei (Parklane Clinic Private Practice)

Receptionist and Administration Officer

Duties

Registering of new patients

Checking and verification of medical aid information and funds

Submitting claims to medical aid companies

Managing the doctor's appointment and travel