

145

PERSONAL DATA

SURNAME : Digojane

NAMES : Mpho Janet

IDENTITY NUMBER :

DATE OF BIRTH :

RESIDENTIAL ADDRESS :

POSTAL ADDRESS :

CONTACT NUMBER :

E-MAIL :

GENDER : Female

NATIONALITY : South African

MARITAL STATUS : Married

HOBBIES : Reading Novels, Books, Magazines

241

EDUCATIONAL QUALIFICATIONS

HIGHEST STANDARD PASSED : Matric

NAME OF SCHOOL : Dinwiddie High School

SUBJECTS : English
Afrikaans,
Computer Studies
Hotel Keeping & Catering
Business Economics
History

TERTIARY QUALIFICATION

QUALIFICATION : BA Honors - Integrated Organizational Communication.

INSTITUTION : UNISA

YEAR : Current

QUALIFICATION : BA Communication Science

INSTITUTION : UNISA

YEAR : 2016

INSTITUTION : Quest Computer Skills

DIPLOMA : Receptionist

YEAR : 2002

SHORT COURSE

INSTITUTION : **Pragma**
Course : **Asset & Inventory Management**
Year : **2016**

INSTITUTION : **FranklinCovey**
COURSE : **Project Management Essentials**
Year : **2016**

SELF STUDY COURSES

INSTITUTION : **UDEMY**
Course : **Digital Marketing**
Year : **2017**

EMPLOYEMENT HISTORY

CURRENT EMPLOYER

Company Name : **Democratic Alliance**
Position : **Provincial Political Performance System
Assessment: Coordinator**
Year : **2018-2019**

Duties

- To work with the National Director: Monitoring & Evaluations and Provincial Support Services Manager to design and implement a system for effective evidence tracking; Where applicable to implement processes for the collection or monitoring of evidence as it pertains to PPAS; Where applicable to ensure that relevant documentation is filed for each Public Representative in preparation for performance evaluation.
- To ensure that the performance deadline is communicated to all public representatives and necessary preparation has been conducted in advance.
- To assist with the analysis of PPAS reporting in ensuring that the processes are being fairly implemented and followed.
- To communicate any other issues that may arise during a review period to the relevant reporting lines.
- To work closely with the FLC; Compliance Manager and Director: Monitoring & Evaluation in implementation of Incapacity Procedures in the province.
- To assist leadership in identifying and providing development plans for public representatives; Where applicable to assist to coordinate training of public representatives in the province;
- To assist the PPAS Committee with any administrative requirements.
- To ensure that all public representative's information is maintained on the party's IT system;
- To co-ordinate and schedule PPAS assessments and logistics related thereto; To ensure the target setting and assessment process is communicated to all Public
- Representatives and targets and scores are captured online at the assessment meeting as instructed by the Panel. If done in hard copy, to ensure that the correct customized form is downloaded from the system and used for the purposes of recording targets or scores and that copies of the hard copy are sent to the Public Representative; stored electronically and uploaded on to PPAS;
- To ensure that there is an Admin Lead present at target setting and evaluations to provide administrative support and be the lead admin on the PPAS online system;
- To ensure that all reports pertaining to the scheduling and finalising of target setting and evaluations for PPAS are submitted monthly to the relevant line management;

Company Name : **Airports Company South Africa**

Position : **IMC Controller -CTIA**

Year : **March 2013 to December 2017**

Duties:

- Adhere to relevant statutory/legislative regulations, SOP's, operational standards, policies and practices.
- Monitor performance of contractors and service providers according to service level agreement.
- Close out all completed maintenance activities (including outage) and update the system accordingly and ensure system integrity and accuracy information.
- Coordinate the execution of and follow through of unplanned emergencies until resolved and keep stakeholders informed of progress.
- Monitor progress to ensure on-time performance of unplanned maintenance activities and keep efficient records thereof.
- Compile and submit shift reports.
- Monitor the technical systems and handle faults and alarms accordingly.
- Execute unplanned maintenance through the allocation of correct resources and communicate with all stakeholders and solicit feedback.
- Escalation and follow through of critical infrastructure breakdown to management and affected stakeholders. Effective utilization of telephone management system.
- Perform first line diagnostic or trouble shooting of technical faults in conjunction with technicians and operators.

Company Name : **ACSA- CTIA**

Position : **Acting Work Flow
Coordinator**

Departments : **Building & Mechanical Department**

CORE PURPOSE

Operate on oracle EAM [CMMS] and maintain master data. Optimize availability of plant equipment. Coordinate day-to-day maintenance, PM's.

Duties

- Ensure and co-ordinate airport on-time performance technical activities.
- ensure high level of equipment /infrastructure availability, by means of affording all calls the urgency they require when a call is logged or alarm appears on the IMC' department.
- Ensure overall customer satisfaction when receiving calls from clients, passengers and all stakeholders.

- Ensure continuous follow-up with contractor and maintenance co-ordinator to obtain detailed information on the progress of calls.
- Ensure completion of corrective and planned maintenance work within agreed turn-around time.
- Ensure planned maintenance schedule attainment.
- Run a planned maintenance forecast and implement PM work orders on a weekly basis.
- Execution of day-to-day maintenance planning.
- Reporting on maintenance KPI's
- Ensure accuracy and quality of data when logging work orders.
- Continually view oracle EAM reports and report incorrect information immediately
- Coordinate spares inventory activities and perform stock taking and report discrepancies
- Assist maintenance co-ordinators on creation of purchase requisition onto orders.
- Ensure record keeping of oracle EAM planned and unplanned maintenance records.

Company Name : **Amazon Development Centre**

Current Position : **KDP Specialist 01 July 2011 -2012**

Duties

- Respond to queries sent to KDP forums
- Investigate payment concerns brought up by publishers
- Route legitimate payment concerns to accounts payable
- Reprocess stuck books through the system
- Route issues and bugs that need engineering expertise to the developments teams
- Remove content as they are identified by the QA team
- Notify vendors that their content has been removed
- Maintain and improve a knowledge base with unique vendor requests and their solutions
- Work on developing canned responses for common questions
- Work with operations manager in documenting process flows
-

Company Name : **Johannesburg City Power**

Position : **Way leaves Officer**

Date : **05 MAY 2008 - 30 June 2011**

DUTIES

- To acquire statutory approvals for installation and maintenance of electronic cables
- Creating sap –p/o and requisitions
- Processing of all applications: removals of restrictions, amendment schemes consent users, servitudes, encroachment required by various customers
- To collate documentation for projects
- Way leaves routes in order to sustain service delivery
- To liaise with customers, developers and consultants as to services information
- To attend meetings to assist in maintaining service delivery

PROJECTS : **Emergency Way leaves**

: **Map Reproduction**

: **Compilation of Services**

Company : **Johannesburg City Power**

Position : **Secretary to Senior Manager Risk Control**

DATE : **01 MAY 2008**

DUTIES

- Accurate record keeping of departmental administration
- Provide reports and information to other departments if required
- Keep administrative filing system
- Arrange logistics for the department internally and externally
- Create requisitions & reservation on sap
- Administer training and personnel of staff
- Keeping HR informed of all staff related administration
- Screening of telephone calls
- Liaising with external and internal clients
- Administering of diary
- Disseminate minutes to all relevant role players on time

Company : **Johannesburg City Power**
Position : **Secretary to Area Manager**

Duties

- Managing of diaries, daily tasks and meetings arranging and compiling of presentation, workshop
- Minute taking at meetings
- To provide effective and efficient office administration
- To provide telephonic answering, routine service
- To create reservations, and purchase orders in sap
- Take minutes in meetings.
- Interacting with customers regarding power related issues

Company : **Johannesburg City Power**
Position : **Call Centre Agent & Admin Position**
Date : **01 May 2005**

Duties

- Analyze, process and co - ordinate information on the service interruption process.
- Process and conduct account operations and customer service information and actions
- Provide relevant city power related information and process gen customer req. Customers' accounts on sap.
- Meeting or exceeding monthly call center targets.
- Performing any other related duties as and when required.
- Assist in preparation of spreadsheets.
- Service level support set-up.
- Maintenance of the filling system.

Company Name : **MTN Group**
Date : **Aug 2004- May 2005**
Position : **Customer Service Executive**

Duties

- Assist customers with network related issues
- Issue out required directory numbers to customers around SA
- Assist pre-paid customers with all queries

Company Name : **Telkom SA (2002-09-2003-05)**

Position : **Call Centre Agent**

DUTIES

- Processed new applications modification of orders
- Processed pre-paid lines

Period : **One Year**

REFERENCES

1. MRS Brenda Zuma : AMAZON DEVELOPMENT CENTRE
POSITION : Team Lead (KDP)
TEL :
 2. MR Dan Tladi : JHB CITY POWER
POSITION : Area Manager
TEL :
 3. MR Mothusi Tawana : JHB CITY POWER
POSITION : Call Centre Supervisor
TEL :
 4. MR Derrick Oliver : JHB CITY POWER
POSITION : Manager GIS
TEL :
- Cecelia Engelbreght : ACSA
POSITION : Maintenance Scheduler
TEL :



South African



Certification Council

SENIOR CERTIFICATE

Awarded to
MPHO JANET MKHWANAZI

Date of Birth

1981-09-04

Subjects passed

English : First Language
Afrikaans : Second Language
History
Business Economics
Computer Studies
Hotel Keeping and Catering
Aggregate

SG	D	50%-59%
SG	C	60%-69%
SG	F	33,3%-39%
SG	E	40%-49%
SG	E	40%-49%
SG	D	50%-59%
	S	720-949

IT IS HEREBY CERTIFIED THAT THIS IS A TRUE COPY OF THE ORIGINAL DOCUMENT AND THAT THERE IS NO INDICATION THAT ALTERATIONS HAVE BEEN MADE THERETO BY AN UNAUTHORISED PERSON.

Name: *Janet Mkhwanazi* Rank: *Teller* Office: *Thabazimbe*

Signature: *[Signature]* Date: *04/02/20*

Tableview 7439
Post Office
04 FEB 2020
Postal

ENDORSEMENT
None

With effect from

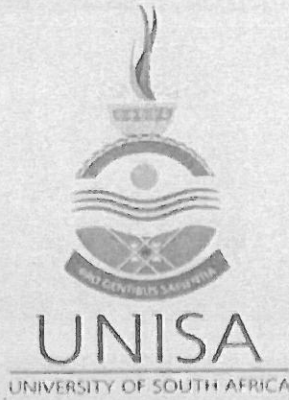
December 1999

Executive Officer

J. Balitz

This certificate is issued without alteration or erasure of any kind





We certify that

MPHO JANET DIGOJANE

*having complied with the requirements of the Higher Education Act
and the Institutional Statute, was admitted to the degree of*

BACHELOR OF ARTS (COMMUNICATION SCIENCE)

*at a congregation of the University
on 8 October 2016*

IT IS HEREBY CERTIFIED THAT THIS IS A TRUE COPY OF THE ORIGINAL DOCUMENT AND THAT THERE IS NO INDICATION THAT ALTERATIONS HAVE BEEN MADE THERETO BY AN UNAUTHORISED PERSON.

Name: Clauk Rank: Teller Office: T/View

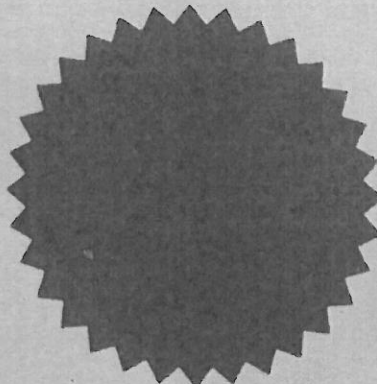
Signature: [Signature] Date: 04/02/20



[Signature]
Vice Chancellor

[Signature]
Executive Dean

[Signature]
University Registrar



Receptionist Diploma

25 March - 9 April 2002

awarded to

Mpho Janet Mkhwanazi

on

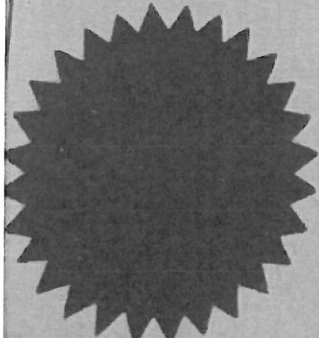
9 April 2002

IT IS HEREBY CERTIFIED THAT THIS IS A TRUE COPY OF THE ORIGINAL DOCUMENT AND THAT THERE IS NO INDICATION THAT ALTERATIONS HAVE BEEN MADE THERE TO BY AN UNAUTHORISED PERSON.

Name: *Clare*, Rank: *Teller*, Office: *TJL*
Signature: *[Signature]*, Date: *04/03/20*

- ◆ Receptionist Skills
- ◆ Telephone Skills
- ◆ Windows
- ◆ E-Mail
- ◆ Business Documentation
- ◆ MS Word 2000 (Basic) 100 %
- ◆ Excel 2000 (Basic) 76 %
- ◆ Typing Speed 26 wpm
- ◆ Typing Accuracy 96 %

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Quest

COMPUTER SKILLS CENTRE

[Signature]
Training Manager

**REPUBLIC OF SOUTH AFRICA
NATIONAL IDENTITY CARD**

Surname: **DIGOJANE**
 Names: **MPHO JANET**
 Sex: **F**
 Nationality: **RSA**



Signature: *[Handwritten Signature]*

RSA
Status: **CITIZEN**

DRIVING LICENCE
 SOUTH AFRICA

CARTADE CONDUCAO
 MJDIGOJANE

ID No: [REDACTED] FEMALE
 Birth: [REDACTED] Birthplace: [REDACTED]
 Licence number: [REDACTED]
 Valid: 05/04/2017 - 05/04/2022
 Height: 21
 Code: B
 Vehicle restriction: 9
 First issue: 19/1/2017



IT IS HEREBY CERTIFIED THAT THIS IS A TRUE COPY OF THE ORIGINAL DOCUMENT AND THAT THERE IS NO INDICATION THAT ALTERATIONS HAVE BEEN MADE THERETO BY AN UNAUTHORISED PERSON.

Name: *Clayton* Rank: *Teller* Office: *Tableview*
 Signature: *[Handwritten Signature]* Date: *04/02/20*

Tableview 7439
 Post Office

04 FEB 2020

Postal

Conditions:
 This card has been issued by the Department of Home Affairs in terms of the Identification Act, Act 68 of 1997
 If found please return to the Department of Home Affairs. For enquiry or verification purposes contact 0800 00 11 80

Date of issue: [REDACTED]

RSA





DRIVER RESTRICTIONS
 0 - None
 1 - Cycles / Control levers
 2 - A1/C1/1 (over)

VEHICLE CATEGORIES
 1 - Passenger cars
 2 - Buses
 3 - Dangerous goods

VEHICLE RESTRICTIONS
 1 - None
 2 - Automatic transmission
 3 - 1000cc or more
 4 - Bus - 19000 kg GVW permitted

A		A1		< 125 cc
B				GVM < 3500 kg
C1				GVM < 7500 kg
C				GVM < 10000 kg
EB		EC1		
EC		EC		

