

# 218

## Dalsy Manganyi

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### Personal details

Gender : Female

Identity Number

Language : English, Tshivenda, Xitsonga, IsiZulu, Sepedi, seSotho, seTswana

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### Qualification and Certificates

University of South Africa	: Bachelor of Art Communication Science (2013)
Program for young politician in Africa	: Education and Training unit alumni (2012)
Nedbank Ltd	: Employee of the month (appreciation for the duration of contract. (2017)
University of South Africa (proposed)	: Honours in integrated Organisational communications (2019)

### Work experience

City of Ekurhuleni Municipality

**Administrative assistant**

**2018 September –Present (contract)**

- Perform secretarial, administrative, operational and logistical function for Chairpersons in order to ensure effective and efficient function of Chairpersons and their offices
- Ensure that all functions of the Committee Support Sections are being rendered effectively and efficiently
- Ensure that meetings are held efficiently
- Record and follow up the information flow from registration, distribution, filing and archiving of reports and documents
- Maintain an information and document tracking system for Chairpersons

## **Nedbank**

### **EFT Specialist/Payments**

#### **Administrator**

**2017 September -2018 January (temp)**

- Responsible for the accurate and timely import and processing of Electronic remittance advices and manual payment posting.
- Confirm EFT and deposits
- perform administration duties by recording financial transactions and maintenance of financial records as well as reconcile and clear suspense accounts
- Identify, control and escalate potential risks
- Deliver exceptional service that exceeds customers' expectation
- Assist with fraud detection from branches and backup for fraud processor
- Identify and resolve errors and discrepancies
- Credit and debit clients timeously and error free
- Management of time and adopt to pressure environment
- Preparing regular and ad hoc reports

## **Nedbank**

### **Senior Ops Processing Administration**

**2016 July-September 2017(Temp)**

- Build and maintain relationships with clients
- Delivering on client expectations.
- Retain and grow mutual business with existing/new clients through regular engagement/interactions.
- Improve business processes and systems by identifying and recommending effective ways to operate and adding value to Nedbank.
- Monitor daily performance and status by analyzing departmental performance
- Resolve work obstacles by monitoring and managing on a case-by-case basis and early escalation where required
- Advise internal stakeholders through reporting and engaging on improved recovery practices and processes
- Ensure all personal development plan activities are completed within specified timeframe (Compliance).
- KYC and quality assurance
- Keep records of staff attendance registers
- Update daily stats and Monthly reports
- Foreign nationals-checking if the documents submitted are legit
- Liaising with branch staff and clients via email and telephonically.

## **Nedbank**

## **Client Enablement Administrator**

**2016 January-June 2016(Temp)**

- Capturing data
- Checking accuracy of reports and records
- Communicating internally
- Completing various administrative duties
- Enable and update client information on the banks electronic channels
- Release Nedbank profiles and users
- Follow ups on waiting release letters with client
- Deal with admin, queries and making appointments with clients to be installed and trained on the bank electronic products
- Authorization of clients profiles and users
- Follow up on client queries

## **Voltex Pty LTD (EMS Invirotel)**

## **Public sector officer/Marketing officer**

**2013 August- December 2015**

- Preparation and submission of accurate proposal and tenders.
- Completing Tender Forms and Database Registration Forms
- Coordinate throughout the organization the timeously tender input to meet tender submission deadlines.
- Managing filing systems, photocopying, printing, scanning and faxing documents
- Keeping the records of all necessary documents, this includes copies of the submitted quotation, tender and proposal (Filing).
- Social media marketing content- Face book, Twitter and Linked
- Supervise/project manage the Tariff readings.
- Website content review and marketing material content.(pamphlet, brochures and catalogues)
- Provide secretarial/Receptionist support service to the managers. Renders administrative support services
- Making travelling booking
- Prepare minutes of staff meetings
- Cold calling and marketing of Invirotel smart meters to potential clients
- Switchboard operator

- Ensure all leave requests and other HR matters are handled according to Company policy
- Prepare HR and finance documents for staff
- Capture creditor invoices, reconcile accounts and update creditor list for payments

## **VOLUNTARY/COMMUNITY WORK**

### **Ekukhanyeni Youth Empowerment club**

**2005-2008(after school programme)**

**Facilitator**

- Facilitate art and culture activities such as:
  - Modelling
  - Drama
  - Talk shows/debates
  - And poetry sessions

### **Light of the future**

**2008-2012**

**Deputy Chairperson**

- Co-chair meetings
- Facilitate Career guidance
- Rural Areas School uniform drive
- Coordinate motivational speaking to rural areas schools

### **University of South Africa**

**Student Administrator**

- Assisting during registration with queue marshalling
- Handling telephone and refer queries to staff
- Dissemination of information at registration to students
- Assisting in the self-help registration
- Marketing of tutorial classes.

## City of Johannesburg Metro

### Ward Committee Member

#### 2009 -2016(local government elections)

I worked as a Portfolio holder of environment and infrastructure services in the ward (ward 40) elected by the community a year after local government election to assist the councillor. Identify the local problems in his respective areas, serving as a bridge between environmental issues of the community and the councillor, thus maintaining a relationship between the municipality and those it governs through IDP

#### Mzimhlophe youth development

2019

Member

- Assist with programs
- Poetry sessions
- Feeding scheme programme

#### Political Experiences (11 years) Inkatha Freedom Party

- ✓ 2007- 2008- IFP Youth Brigade Secretary –IFP Gauteng Ward 40
  - ✓ 2008-2009 SADESMO Chairperson (Unisa JHB Campus)
  - ✓ 2009-2011 SADESMO Provincial Deputy Secretary
  - ✓ 2009-2016 Ward Committee Member (JHB Metro)
  - ✓ 2011-2012 SADESMO National Project Coordinator
  - ✓ 2012 IFPYB Delegate for Programme Young politicians in Africa
  - ✓ 2012-2014 National Council Member
  - ✓ 2014 IFP Gauteng 8<sup>th</sup> Candidate for Legislature
  - ✓ 2016- 2019, IFP youth Brigade Gauteng Publicity Secretary
  - ✓ 2018-IFPYB Delegate for BRICS Youth Summit
  - ✓ 2018 Gauteng Province Youth Parliament Member
  - ✓ 2019 IFP Gauteng 2<sup>nd</sup> Candidate for Legislature
  - ✓ 2019-Present IFP Youth Brigade Gauteng Chairperson
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## References

1. Sheron Hendricks; CVH manager at **Nedbank**
2. Modishane Sebona: Commercial Manager of **Voltex (EMS Invirotel Energy Management)**
3. Alderman Alco Ngobese, **Ekurhuleni Municipality**
4. Timothy Madzhie: SRC\_chairperson of **UNISA JHB campus** and administrative assistant
5. Bontle Barends: **Education and training unit for young politicians in Africa**
6. Vusi Sithole: ward administrator of ward 40 **city of Johannesburg region D**