

THANDOKAZI MELISSA MELANE



CONTACT

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Acorn Street, South Hills,
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SKILLS

- Customer Services
- Time management
- Multitasking Abilities
- Adaptability and flexibility
- Cultural Awareness
- Team collaboration
- Attention to detail
- Safety procedures adherence

LANGUAGES

- English (Fluent)
- Xhosa (Fluent)
- Zulu (Fluent)
- Sotho (Intermediate)



PROFILE

I am customer-focused, dependable professional with experience in delivering outstanding customer services. Passionate about achieving the highest levels of customer success and retention through resolving conflicts promptly and building positive relationships with customers. I have the ability to multi-task calmly in a busy, stressful environment.



WORK EXPERIENCE

Wits RHI

1 MARCH 2022 - PRESENT

Treatment Navigator

- Provide individualized support for patients newly initiated on ART after the first month on ART and those already on ART, including follow up contacts to ensure retention of clients into HIV services at the allocated clinic facility. Provide differentiated care to clients.
- Identifying patients who are HIV positive and starting treatment.
- Providing support to patients who are newly starting treatment.
- Making sure patients attend their appointments.
- Reminding patients about their appointments.
- Providing information about other health services.
- Tracing patients who miss appointments.
- Ensuring patient confidentiality.

Perinatal HIV Research Unit

11 NOV. 2021 - 28 FEB. 2022

Archive Clerk

- Provide general administrative and clerical support to various research projects. Archiving closed studies as per company SOP.
- Retrieving files from the filing/archiving room.
- Capturing and scanning of study information.
- Performing tasks such as scanning, filing and laminating.
- Performing ad-hoc tasks as instructed by Operations manager.
- Improved archive organization by implementing a new filing system and cataloging method.
- Assisted researchers and clients with locating requested documents, providing exceptional customer service.

Montanus Primary School

24 AUGUST 2020 - 21 MARCH 2021

Covid-19 Safety Officer

- Screen and record all learners, personnel and clients entering school site
- Maintain and enforce Occupational Health & Safety adherence and precautionary measures to curb the spread of Covid-19 pandemic at school.
- Maintenance of hygiene in the building.
- Data capturing and other administration work.
- Monitoring compliance e.g. social distancing and sanitizing.
- Improved workplace safety by conducting thorough risk assessments and implementing necessary control measures.
- Conducted regular safety inspections and audits to identify potential hazards and prevent accidents and injuries.

REFERENCES

Tshilisanani Mulaudzi

Wits RHI

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Thabile Dlamini

Perinatal HIV Research Unit

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Dimakatso Seloanyane

Sunnyside Park Hotel

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Perinatal HIV Research Unit

29 JULY 2020 - 20 AUGUST 2020

Data Capturer/Administrator

- Provide administration support to the Senior Data Manager.
- Retrieving files from the filing/archiving room as per Data manager's master list.
- Capturing and scanning of study information.
- Enhanced data accuracy by meticulously entering and verifying information in various databases.
- Tracking, distributing and filing documents when they are returned.
- Performing office administration tasks such as scanning, filing and laminating.
- Performing ad-hoc tasks as instructed by the Senior Data Manager.
- Verified accuracy and validity of data entered in databases.

Sunnyside Park Hotel

1 OCTOBER 2017 - 31 AUGUST 2018

Trainee Chef

- Assisting with preparing ingredients and do any tasks the chef de partie needs assistance with.
- Learning and assisting in kitchen operations.
- Helping with deliveries, measuring ingredients and preparing customer meal orders.
- Assisting with stock rotation and cleaning work stations.

The Closet SA

5 DEC. 2016 - 29 SEPT. 2017

Customer Service Assistant

- Welcoming customers and ensuring a positive first impression.
- Delivered exceptional customer service to every customer visiting the store by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Built strong relationships with customers and colleagues by providing friendly and personable service.
- Providing information about a product or service.
- Managed customer complaints effectively, offering solutions that exceeded expectations.
- Calculated correct order totals, updated accounts, and maintained detailed records for inventory management and checking banking statement to verify payments made into the store's bank account. Processing payments or issuing refunds.



EDUCATION

Certificate: Office Administration

SEPTEMBER 2020

Quest Computer Skills Centre | Johannesburg, SA

Certificate: Data Capturing

FEBRUARY 2020

Quest Computer Skills Centre | Johannesburg, SA

City & Guilds Certificate Level 1: Food Preparation & Cooking (8065-01)

OCTOBER 2018

The Swiss Hotel School | Johannesburg, SA

City & Guilds Certificate Level 2: Food Safety in Catering

OCTOBER 2018

The Swiss Hotel School | Johannesburg, SA

High School Certificate: Grade 12

DECEMBER 2016

Africa House College | Johannesburg, SA



CERTIFICATION & TRAINING

Good Clinical Practice

Basic HAST (HIV, AIDS, STIs, and TB testing)

REDCap Data Capturing