

# NDOU JABULANI

137 Joubert, Sunnyside , Pretoria • 061 436 9199 •  
jabulanishawndi@gmail.com

---

## SUMMARY

Dedicated and detail-oriented administrative professional with over two years of hands-on experience in records management, document control, and registry services within the public sector. Proven track record in executing core archives management functions, including the digitization of national records at the Department of Home Affairs and content management for the Department of Tourism. Adept at receiving and registering mail, managing filing systems, retrieving and filing documents by reference numbers, and archiving closed files. Computer literate with a strong understanding of file plan maintenance and a commitment to accuracy, integrity, and ethical conduct. A flexible team player who works well under pressure, meets deadlines, and fully accepts the conditions of deployment anywhere in Tshwane. Eager to apply my organisational and coordination skills to support the Energy and Electricity Business Unit.

## WORK EXPERIENCE

**National Department of Home Affairs | Pretoria | Scanner**

**November, 2022 – May 2023**

The National Documents Archives project involved digitizing analogue national records in preparation for the Department of Home Affairs' digital transformation. This role required meticulous attention to detail and strict adherence to archival protocols.

### **Key Responsibilities and Achievements:**

- Executed records and document management functions by handling sensitive national records and preparing analogue documents for a high-priority government digitization project.
- Managed the filing system for physical archives, ensuring accurate sorting, preparation, and refilling of thousands of documents to maintain the integrity of the national record.
- Withdrew closed files from storage and listed them for archiving and safekeeping, contributing to efficient archive space management and future retrievability.
- Identified and listed documents due for disposal in strict compliance with archival protocols and government regulations.
- Maintained 100% data integrity during the migration process by meticulously inspecting each document for damage, completeness, and accuracy before scanning.
- Compiled and updated disposal lists for redundant records, ensuring that all disposals were authorized and documented according to established procedures.
- Collaborated with team members to meet daily and weekly processing targets, demonstrating strong teamwork and the ability to work under pressure in a deadline-driven environment.

As a member of the Knowledge Management Directorate, I provided critical support for the department's digital systems and processes. This role was heavily focused on the administrative and clerical backbone of various projects, ensuring data integrity, smooth operations, and effective stakeholder communication.

**Records and Document Management:**

- Administered the department's central document repository (SharePoint), uploading, updating, and organizing thousands of files in accordance with the departmental Knowledge Management Plan and the Archives and Records Management Policy.
- Ensured strict version control and metadata tagging for all documents, guaranteeing that staff could accurately retrieve current documents while preventing the use of outdated or superseded materials.
- Conducted regular quality checks on stored information to identify and remove duplicate files, maintaining a clean, efficient, and reliable filing system.
- Closed full volumes of project folders and opened new files as projects progressed, mirroring best practices for physical and digital registry management.

**Mail, Correspondence, and Administrative Support:**

- Received and registered incoming correspondence from small and medium enterprises (SMEs) and internal staff, acting as a first point of contact and resolving routine administrative inquiries professionally and promptly.
- Used a control sheet to track and distribute documents, briefing notes, presentation materials, and resource packs to various sections and external stakeholders, ensuring accurate delivery and accountability.
- Captured information of outgoing mail and communication into the computer, maintaining accurate logs, registers, and audit trails for all departmental correspondence.
- Attended a logistical preparation for 10+ workshops, training sessions, and stakeholder consultations, including managing venue bookings, preparing resource packs for over 100+ attendees, and handling attendee communications.
- Assisted in preparing briefing notes, presentations, and meeting agendas, demonstrating strong written communication and organizational skills.

**Data Quality and File Maintenance:**

- Executed document management functions by proofreading, formatting, and quality-checking official documents, including policy briefs, reports, and presentations, to ensure a professional, error-free standard before distribution to management and external stakeholders.
- Maintained project timelines and task trackers, providing management with up-to-date reports on project milestones, resource allocation, and potential delays, demonstrating the ability to work under pressure and meet given deadlines.
- Assisted with the withdrawal of inactive project files from the active repository, listing them for long-term digital archiving in accordance with the department's retention schedule.
- Supported the migration of manual application records to new digital platforms, achieving 99% data accuracy through rigorous cleaning, verification, and validation processes.
- Proofread and formatted 50+ official documents, including policy briefs, strategy documents, and external communications, ensuring clarity, consistency, and professional presentation.

**Stakeholder Engagement and User Support:**

- Acted as a first-level helpdesk for SMEs and departmental staff using new digital systems, providing timely and courteous support for routine technical and administrative queries.
- Prepared user manuals, quick guides, and FAQs to assist new users, demonstrating strong written communication skills and a commitment to knowledge sharing.
- Liaised with SMEs and officials to collect feedback on system usability and accessibility, documenting findings and presenting summaries to management for continuous improvement.
- Assisted in organising knowledge-sharing sessions and communities of practice, including preparing presentation materials and managing communication with attendees.

## **EDUCATION**

### **Hoerskool Louis Trichardt**

- Bachelor Pass, 2017

### **Varsity College**

- Diploma in Software Development, 2021

## **SKILLS**

- Records & Archives Management | Managing filing systems, opening and closing files, retrieving documents by reference numbers, listing closed files for archiving, identifying documents due for disposal, and withdrawing files for safekeeping.
- Data Management | Data capture, data cleaning and validation, migration of manual records to digital systems, maintaining accurate registers and statistics
- Project Management: Project Planning, Stakeholder Management, Risk Management, Implementation Oversight, Agile Methodologies, Project Delivery.
- Computer Literacy MS Office Suite (Word, Excel, Outlook, PowerPoint), SharePoint, document management systems, and databases.
- Administrative Support: Photocopying, faxing, typing correspondence, handling routine enquiries, stock control of office stationery, maintaining attendance and leave registers.
- Core Competencies: Attention to detail, professionalism, integrity, working under pressure, meeting deadlines, organising and coordination, teamwork, interpersonal relations, flexibility.
- Public Service Knowledge | Understanding of Archives and Records Management Policy, legislative frameworks governing the Public Service, knowledge of working procedures in a government environment