

NELAGO HENDRINA NELUMBU

Rosh Pinah, 566 | C: 0813224335 | hendrinanelumbu@yahoo.com

Summary

Service-oriented Town Administration and Community Development Admin Clerk/Secretary with excellent academic performance in Human Resources and Industrial Psychology. Bringing a strong work ethic and excellent organizational skills to any setting. Ready to join UNHCR as a Senior Administrative Assistant.

Skills

- Filing experience
- Customer service
- Communications
- Planning and coordination
- Code B Driver's License
- English, Oshiwambo and Afrikaans proficient
- Administering Payroll
- Interpersonal skills
- Microsoft Office (Word, PowerPoint, Excel, SAP, & Access)
- Critical Thinking & Problem Solving
- Collaboration & Influence
- Agility & Adaptability
- Assessing and Analysing Information

Experience

Town Administration & Community Development Administrator & Secretary

Mar 2019 to Current

RoshSkor Township (Pty) Ltd – Rosh Pinah

- Preparing Inventories and issuing of Work Permits.
- Writing and producing presentations and press releases and ensuring notices are distributed.
- Staff records, standard reports and Payroll Services for the different Projects.
- Administering and Scheduling of Internal and external training schedules.
- Handling basic office duties, such as answering and routing phones.
- Carrying out Community surveys and needs assessment for potential projects and finalizing reports.
- Assisting and administering of community projects.
- providing quality administrative support to the team: printing; binding proposals; labelling; scanning; faxing; photocopying; filing and record keeping;
- Filling out Customer Complaints and distributing them to the responsible staff as well as asking for feedback.
- Performing site evaluations, customer surveys.
- Assisting the Town Coordinator with demarcation of town plots.
- Meeting Administration: Scheduling meetings/conference calls; taking minutes; preparing meeting packs and agenda's; catering and booking venues.
- Coordinating travel bookings and itineraries.

Community Development (Obib Training Centre)

Secretary to a non-profit organisation which is responsible for the development and implementation of training and empowerment programs.

- Developed and maintained an online marketing strategy that has created and boosted sales for Obib Crafts.
- Overseeing and developing marketing campaigns.
- Minute taking and scheduling of meetings, timely distribution of meeting packs.
- Administering leave for the obib project employees.
- Conducting research and analysing data to identify and define audiences for marketing.

Educational Cultural Representative

Nov 2017 to Nov 2018

Walt Disney World – Orlando, Florida

The Cultural Representative Program is an experience that offered me the opportunity to work and learn from one of the world's leading entertainment companies. Here I developed

- Communication skills.
- International cultural perspective.
- High customer service & maintaining a positive attitude at all times.
- Team work and decision making.

Refinery Operator/ Quality Control Clerk

May 2015 to Aug 2017

Skorpion Zinc Mine | Rosh Pinah

- Operate overhead crane and forklift to assist with manufacturing and packaging along the production line.
- Operated electronic equipment systems and scanners and trained employees on the SZIMP and SAP system.
- As a shift worker, on my off week I volunteered as a HR assistant at the HR Department.
- Assisted the HR and Training Department with capturing and providing all relevant documents for the NTA submission.
- Assisted the Talent Manager by carrying out an employee engagement survey as well as capturing employee feedback questionnaires.
- Updated the training database of operators as well as contract workers by filing their training certificates, issuing and renewing of licenses/permits as well as organizing training venues and setting up of refresher training.
- Executed record filing systems to improve document organization and management.

Education and Training

Bachelor of Arts, Industrial Psychology and Sociology,

Apr 2015

University Of Namibia – Windhoek

Human Resource Management Certificate (09 September 2019-13 January 2020): University Of Cape Town, Cape Town

Mar 2020

University Of Cape Town

Public Management and Governance

Sep 2020

Young African Leaders Initiative – Regional Center Ship Southern Africa COHORT 9

References

1. RoshSkor Township (PTY) LTD

Indira Shilongo

Town Administration and Community Development Manager

Cell: 0811656957

2. Walt Disney World

Deborah Beaulieu (Jiko Restaurant Manager)

Cell: +1 (321) 3185395

3. Skorpion Zinc Mine

George Haileka (Supervisor)

Cell: 0811700002

4. Skorpion Zinc Mine

Liesl Ferraira (Talent Manager)

Cell: 0812750426

Community Services: Rosh Pinah Centre For Hope Committee Member (Raising funds and providing needs i.e. food, clothes, stationeries to the needy children of Rosh Pinah)