

Hitekani Tredah Masingi

tredah8@gmail.com | 078 845 2906 | Giyani, South Africa

LinkedIn: [linkedin.com/in/hitekani-masingi-1ab812239](https://www.linkedin.com/in/hitekani-masingi-1ab812239) | GitHub: github.com/

Professional Summary

Detail-oriented Office Administrator with 5+ years of experience in administrative support, data management, and customer service. Skilled in report preparation, scheduling, client communication, invoicing, and record management. Demonstrated ability to streamline office operations, improve efficiency, and provide excellent service in fast-paced environments. Recently expanded technical skill set with a Data Science certification (SQL, Python, Power BI, Machine Learning), complementing strong administrative and data management experience.

Key Skills

Administrative & Technical Skills

- Office Administration & Coordination
- Data Capturing & Data Management
- Report Preparation & Documentation
- Microsoft Excel, Word & Outlook
- Scheduling & Calendar Management
- Invoicing & Basic Financial Support
- Record Keeping & Filing Systems

Customer & Professional Skills

- Customer Service & Client Relations
- Verbal & Written Communication
- Problem Solving & Time Management
- Team Collaboration & Coordination
- Attention to Detail & Accuracy

Data Science & Analytics Skills

- SQL (querying, joins, aggregate functions, stored procedures, database design)
- Python Programming (Pandas, NumPy, data wrangling & analysis)
- Data Cleaning, Wrangling & Preparation
- Exploratory Data Analysis (EDA) & Statistical Analysis
- Data Visualization (Power BI, Google Looker Studio, Excel dashboards)
- Machine Learning fundamentals (classification, regression, model training)
- Introduction to Artificial Intelligence / GenAI concepts
- Database Management & Data Modelling
- Version Control (Git/GitHub)
- Building interactive dashboards and reports

Professional Experience

Receptionist / Office Administrator | Engineering Data Management – Pretoria

Sep 2023 – Present

- Manage daily office operations and administrative processes.
- Prepare and maintain reports using Microsoft Excel.
- Schedule meetings, appointments, and coordinate events.
- Handle incoming calls and provide professional customer support.
- Maintain accurate records of customers and office activities.
- Assist with invoicing and basic financial administration.

- Monitor and manage office supplies and inventory.

Call Centre Agent | Simple Finance Solutions – Pretoria

Oct 2022 – Mar 2023

- Handled high-volume inbound and outbound customer calls.
- Provided product information and upsold financial services.
- Resolved customer complaints efficiently and professionally.
- Achieved and exceeded sales and performance targets.
- Trained and supported new employees.
- Maintained accurate customer records and follow-ups.

Building Manager | CBD Residency Pty Ltd – Pretoria

Feb 2021 – Aug 2022

- Supervised building operations, maintenance, and safety compliance.
- Coordinated repairs and maintenance schedules.
- Managed tenant communication and issue resolution.
- Oversaw budgeting and cost control for building operations.
- Ensured compliance with safety and regulatory requirements.

Office Administrator / Data Capturer | CBD Residency Pty Ltd – Pretoria

Jul 2020 – Aug 2022

- Captured and maintained accurate data records.
- Managed filing systems and documentation.
- Assisted with customer service and administrative support.
- Answered calls and handled general office inquiries.
- Supported marketing and communication activities.

Education

Certificate in Data Science – BrightLearn

2026

- Completed a 6-month online Data Science program covering databases, SQL (fundamentals to advanced), Python programming, data visualization, and machine learning.
- Built a professional data science portfolio on GitHub demonstrating SQL, Python, and dashboard projects.
- Gained hands-on experience with tools including Power BI, Looker Studio, MySQL/Snowflake/BigQuery, and Git.

Certificate: Instrumentation Process & Automation Control

Engineering Institute of Technology | Jan 2026

Certificate: Personal Assistant

Oxbridge Academy | 2024

Diploma in Tourism

Tshwane College | 2019 – 2021