

# CURRICULUM VITAE OF THOKOZILE QALANTO

1 117 Noludwe Street, Khayelitsha Cape Town 7784

Contact Number: 0632481481/0782639049

Email:Thoko.qalanto@gmail.com

## PERSONAL DETAILS

---

Identity Number	9012171154087
Nationality	South African
Home Language	IsiXhosa
Other Language	English: Speak, Read and Write
Gender	Female
Hobbies	Read (Novels), Running, Hiking & Camping
Marital Status	Single

## EDUCATION

---

May 2023	SAP PPM & C3PM Training Course City of Cape Town
March 2023	SAP MM <b>Requisitioning &amp; Stock Reservations Course</b> City of Cape Town  Subjects - Stock Reservations Course, Purchase Requisitions, Goods Receipt Notes Course, Service Entry Sheets Course.
May 2022	Business Office Administration Course Bright Idea Projects & Social Development Department
21Jan - 14June 2019	Higher Certificate NQF 5 in Entrepreneurial Development University of Cape Town
2011-2013	National Certificate (Vocational) in Office Administration False Bay College

WORK, VOLUNTARY AND DEVELOPMENT EXPERIENCE

---

1. Name of Organization	Ezibukwayo Agency
Duration	August 2023 – January 2025
Position	Personal Assistant to Chief Executive Officer
Duties	

- 1. **Diary and Schedule Management**
  - o Coordinate and manage the executive's calendar, including scheduling meetings, appointments, and events across various locations in South Africa and African countries.
  - o Arrange travel itineraries, accommodations, and transport logistics, including local and interprovincial travel.
  - o Priorities and manage multiple tasks, ensuring all activities align with the executive's commitments and deadlines.
- 2. **Communication and Correspondence**
  - o Handle all incoming and outgoing communication, including emails, phone calls, and messages, in a professional manner.
  - o Draft, review, and manage correspondence on behalf of the executive, ensuring clarity and accuracy.
  - o Serve as a liaison between the executive and clients, corporate executives, government officials, and other stakeholders.
- 3. **Task and Project Management**
  - o Assist in managing various projects, including those related to the development of township entrepreneurs, start-ups and business engagements.
  - o Prepare reports, presentations, and other documentation as required, including market insights and project summaries.
  - o Maintain organized records, ensuring the confidentiality of sensitive information.
  - o Coordinate with cross-functional teams
  - o Assist in organizing and coordinating tradeshow, product launches and events.
- 4. **Client Relations**
  - o Build and maintain positive relationships with clients, government officials, and key contacts within South Africa.
  - o Handle inquiries and follow-up communication, ensuring exceptional client service and responsiveness.
  - o Assist in coordinating and attending meetings, taking minutes, and distributing summaries.
- 5. **Administrative and Personal Support**
  - o Manage administrative tasks such as filing, data entry, and office organization, with a focus on efficiency.
  - o Knowledgeable in using cloud-based diary tools and systems
  - o Assist with on-boarding new clients, partners and stakeholders
  - o Assist with personal errands and tasks as needed, providing flexible and personalized support.
  - o Support the executive in balancing professional responsibilities with personal commitments.

2. Name of Organization	City of Cape Town
Duration	21November 2022–30June 2023
Position	<b>EPWP Community Liaison Officer</b>
Employee Number	<b>10166814</b>
Duties	

I attend four statutory meetings that Councilors have every year to report back to their constituency. As CLOs they attended these meetings to assist the Councilors and ensure that attendance registers are signed and they report back on what was discussed.

I attend the six statutory Ward Committee meetings together with a permanent staff member. I ensure that Ward Committee members are informed of the meetings so that it can quorate and I report on what was discussed.

I assist the Ward Councilors with regard to any reports from public participation that needed engagement or any reports from line departments that warranted public consultation.

I attend and assist with IDP review sessions and budget consultation sessions that was held.

I assisted the Sub council office with public engagements with regard to the Ward Allocation projects.

I also assisted in resolving challenges arising from the community with regard to the implementation of these projects.

- I assisted with engaging members of the public who had issue with the jobseekers database.

When liquor license applications or extensions were received I would assist by consulting with the community around the application site in order to get comment from the community.

Whenever there was protest action I would attend together with the Sub council manager.

I would engage with organizations registered on the COD that needed to update their details.

I would advise on steps to be followed in order for organizations to register for e-services when I register their companies on the COD & Community Based Suppliers in Supply Chain Management

I assist and advise on steps that neighborhood watches must take in order to register to become accredited.

I assist applicants with Grant in Aid applications and ensure that all needed documents are in order so that applications are compliant with the City's requirements.

I attend the outreach programs of the CDWs.

<b>3. Name of Organization</b>	<b>Fetola</b>
<b>Duration</b>	September 2021– March 2022
<b>Position</b>	<b>SME Application Support Intern</b>
<b>Duties</b>	

**SME Application support:**

- All queries were professionally resolved within 2 working days and escalated where required.
- All communication platforms are managed for the entire selection process.
- All follow-up calls were conducted.
- Applications completed and submitted.
- Programmed information and criteria communicated.
- All administrative duties complete.
- Provide successful and unsuccessful application reasoning.
- Technical issues/bugs reported and resolved.
- Team is well informed of concerns and successes in the selection process.
- Conversion of incomplete to complete applications through direction and support.
- Accurate and efficient data assistance provided – capturing, analysis, and reporting completed.
- Maintaining the CRM system, reporting and data entry

**Behavioral competencies:**

Accountability: Actively works to achieve and /or exceed results

Delivers: Is trustworthy and reliable. Can be relied on even when it is not easy to do so

Leadership: Good self-awareness and self-control.

Decision-making: Understands the task at hand and can escalate where unsure when making a decision

Team: Tries to accommodate the needs of team members

Self-Aware: Understands what it means to be self-aware. Uses a personal development plan to actively engage in self-development

Adaptable: Being open to change and adopting new processes and thinking where required and in execution, accommodating the needs of the team

Personable: Is pleasant, friendly, and accommodating towards others.

Communication: professional, open, and informative communications.

Culturally aware: appropriate diversity and culture.

**Task Management:**

Develop, utilize and replicate standard Systems and processes.

Develop and implement clear project/task plans.

Create and meet Deadlines.

<b>4. Name of Organization</b>	<b>Hitchat App</b>
<b>Duration</b>	January 2020– March 2020
<b>Position</b>	Project Coordinator
<b>Duties</b>	

#### **Coordination**

Be on location and open for coaches and other persons involved in the artists training  
 Coordination of performance numbers and registration at open mic sessions(change-makers)  
 Audience registration to keep track of number of people in the audience, get information such as contact details, gender & age  
 Make sure information is updated on Google Drive

#### **Finance**

Accounting: Collect receipts, make purchases needed for events, office, etc.  
 Payroll: Collect time reports both Hitchat employees and artists, ensure pay outs are made.  
 Once a month or twice a month for employees.

#### **Research:**

Plan & perform weekly user tests  
 on-the ground Marketing:  
 Ordering and collection of printed flyers/posters (once a week)  
 Ordering and collection of printed merchandise (caps and T-shirts) (once a week)  
 Ensure payment for printing  
 Placement of posters (once a week)  
 Delegates tasks to change-makers  
 Pop-up store co-ordination

#### **Social Media Marketing:**

Sends posts on WhatsApp groups (two groups – each once a week)

#### **Live Session Event Planning:**

Printing of forms (registration table/artist register/audience register)  
 Co-ordination of set up and packing up of stage (roll-ups, banners, etc.)  
 Security  
 Food trucks  
 Monitors container room and storage of equipment therein

#### **Other Event Planning:**

Set up for pop-up store  
 Set-up for demo sessions

#### **Meetings:**

1 x hourly one-on-one meeting with Line Manager (weekly)  
 1 x hourly marketing meeting (weekly)  
 1 x hourly live session planning meeting (weekly)

#### **Metrics**

No of user tests performed  
 One during the week (& one during the Friday Live session?)  
 Data of visitors at the Live Sessions

5. Name of Organization	<b>Equal Education</b>
Duration	Feb 2013 – December 2016
Position	<b>Western Cape Administrator</b>
Duties	

1. Managing logistics and admin work in the Western Cape office - Logistics – including but not limited to:
  - a. Participating in the teams that plan EE events. Your focus will be logistical.
  - b. Co-coordinating event logistics: this includes, but is not limited to arranging: i. Transport, accommodation, food, AV and sound equipment, car hire. ii. Drawing up a budget for each event. iii. Multiple quotes are gotten, and the cheapest and/or best option is selected. iv. Bookings made/Items ordered in advance. iv. Payments are requested and made in advance. v. Events are financially reconciled at their conclusion in conjunction with the finance department and a file (both hard and soft copy) is compiled containing all relevant correspondence, quotes, invoices, and a written report with recommendations (based on structured feedback you have received) so that should the event be repeated, it can be done so efficiently and effectively.
2. Admin – including but not limited to:
  - a. Ensuring that all managers and staff in the office of the Western Cape are punctual and are submitting monthly reports to the Head of the Western Cape;
  - b. Managing the physical needs of the Western Cape office (furniture, stationery, tea, coffee etc.).
  - c. Managing the calendar for the Western Cape office to ensure all programs are scheduled and well planned.

## REFERENCES

---

1. **Fetola**

Mrs. Nadine October-Project Manager – Business Incubation Contact

Details: 021-818-0810/073 0654059, [noctober@fetola.co.za](mailto:noctober@fetola.co.za)

2. **Lingelethu West SAPS**

Colonel Attwell Nodume – Lingelethu West Station Commander

Contact Details: 0213602267/082 469 2574, [NodumeAL@saps.eov.za](mailto:NodumeAL@saps.eov.za)

3. **Ikamva Labantu's Early Childhood Development - Kwakhanya Educare Centre**

Mrs. Mildred Bopoto - (ECD) Programme Manager

Contact Details: 021 361 0909/078 613 4296, [mildred@ikamva.co.za](mailto:mildred@ikamva.co.za)

4. **Equal Education (EE)**

Ms. Noncedo Madubedube - General Secretary - Head of EE Western Cape

Contact Details: 021 361 0127/082 586 2444, [noncedo@equaleducation.ore.za](mailto:noncedo@equaleducation.ore.za)