



# TEVIN THOMAS

OPSA CERTIFIED OFFICE MANAGER

## CONTACT

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South Africa

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## EDUCATION

### NATIONAL DIPLOMA IN FINANCIAL ACCOUNTING

THE INSTITUTE OF CERTIFIED  
BOOKKEEPERS | 2025

### DIPLOMA IN OFFICE ADMINISTRATION

THE INSTITUTE OF CERTIFIED  
BOOKKEEPERS | 2024

### DIPLOMA IN TEACHING ENGLISH AS A FOREIGN LANGUAGE

THE TEFL ACADEMY | 2023

### FURTHER EDUCATION AND TRAINING CERTIFICATE IN CONTACT CENTRE OPERATIONS: MANAGING PEOPLE

ACADEMY OF YORK | 2022

### NATIONAL CERTIFICATE IN ENGINEERING STUDIES

NORTHLINK COLLEGE | 2017

### NATIONAL SENIOR CERTIFICATE

KUILS RIVER TECHNICAL HIGH  
SCHOOL | 2013

## EXECUTIVE SUMMARY

High-performing professional with 10 years of accumulated experience delivering high-impact work in the Training, BPO/Contact Centre & Legal industries.

Skilled in developing strong internal and external relationships to facilitate collaborate achievement of high-priority goals.

Confident in the ability to thrive in fast-paced, deadline-orientated environments with skills in Management, Administration and Information Technology to ensure team success.

Committed to lifelong learning and going the extra mile to contribute to facilitate continuous improvement.

## EXPERIENCE

### WORKFLOW & TEAM MANAGER

AUG 2020 – PRESENT

EXIGENT GROUP LIMITED

Articulation of the operations in a commercial environment. Overseeing the flow of projects and tasks by means of assessment, logging and assignment across the team members within the Legal Services & Technology Hub service departments. Engaging with internal (SA) and external client (UK) stakeholders on a daily basis to manage the quality of operations, service levels and performance levels. Directly managing a number of SA team members in a diverse and fast-paced environment to ensure the projects and tasks are completed accurately and within the prescribed deadlines. Maintaining an Agile team culture by facilitating team building activities and promoting an environment of continuous improvement. Developed spreadsheets to track project progress, enabling accurate reporting of project status. Establishing clear roles and responsibilities for each team member, allowing for better accountability and collaboration. Analyse and use statistical data to track and monitor key performance indicators, allowing for informed decision-making. Holding regular meetings to ensure alignment with workflow and to ensure team members are on track to meet deadlines. Identifying and addressing obstacles to team progress and success, resulting in a smoother flow of work and improved team morale. Identifying and resolving project issues quickly and efficiently, minimizing their impact on project progress. Developing and maintaining end-user guides relating to the Dynamics 365 (CRM) database as well as employee roles and fields of expertise within the department.

### DOCUMENT SPECIALIST

AUG 2018 – JUL 2020

EXIGENT GROUP LIMITED

Performing legal administrative duties and primarily responsible for the maintenance and storing (utilising iManage) of the client's in house documents through the processes of amending and formatting PDFs, Word documents, Excel spreadsheets and PowerPoint presentations as well as creating maps, graphs, charts and tables, conversions of documents and imagery, red-line comparisons and transcribing audio dictations. Engaging with Fee Earners globally on a daily basis to update on progress, deadline adjustments and completion of projects and tasks assigned.

### LANGUAGE CONSULTANT

SEPT 2016 – JUL 2018

CALLFORCE

Responsible for teaching English to iTutorGroup clients (Chinese, Taiwanese and Japanese origin) through written and spoken communication using a number of English language services including editing, translating and interpreting. These English language groups consisted of students of various ages (children – adults), English language levels (A1 – C2) and class sizes (1-on-1 – 8 students) per class. Lesson plans were used to conduct and guide the classes taught.

## LICENCES

**DRIVER'S LICENCE: CODE 08/B**

*SOUTH AFRICAN DEPARTMENT OF  
TRANSPORT  
AUGUST 2015 TO FEBRUARY 2026*

## SKILL APTITUDE

- Change Management
- Coaching & Mentoring
- Communication
- Computer Network Management
- Customer Service Management
- Data Analysis
- Database Administration and Management
- Device Configuration and Management
- Information Management
- Information Technology Security Management
- Information Technology System Administration and Management
- Office Administration and Management
- Project Management
- Process Improvement and Management
- Quality Management
- Risk Management
- Stakeholder Management
- Workflow Management
- Workforce Management

## PROGRAMMING LANGUAGES

R-Programming  
Structured Query Language (SQL)

## METHODOLOGY APTITUDE

Agile  
Lean Six Sigma  
Scrum  
Waterfall

### REAL TIME ADMINISTRATOR

**MAR 2017 – DEC 2017**

CALLFORCE

Single-handedly responsible for daily and real-time monitoring of schedule adherence, identifying schedule inefficiencies and flagging operational service level risks on the evening shift across the two contact and language centre locations (Cape Town and Johannesburg branches) consisting of 100+ Language Consultants during shift. Liaised and worked closely alongside Human Resources and on-duty supervisors to assist with efficient operational planning (annual leave, sick leave and family responsibility leave requests).

### LESSON WRITER

**JUN 2017 – SEPT 2017**

CALLFORCE

Responsible for the design of appropriate English learning activities and content using iTutorGroup approved topics/subjects and PowerPoint designs to be utilised by all CallForce Language Consultants as well as global ESL Teachers employed by the iTutorGroup.

### NIGHT SHIFT SUPERVISOR

**DEC 2016 – FEB 2017**

CALLFORCE

Responsible for inducting, coaching and motivating the evening shift Cape Town contact and language centre team consisting of 50+ Language Consultants. Handled queries and complaints as well as providing first line technical IT support and fundamental/basic operational support for CallForce.

### TECHNICAL SUPPORT SPECIALIST

**NOV 2016 – FEB 2017**

CALLFORCE

Responsible for providing technical support to the evening shift Cape Town branch by identifying, investigating, and resolving end-user issues in relation to computer software and hardware. Applied knowledge of computer software (Windows, various anti-virus software, TeamViewer, setting up of client software and security measures etc.), hardware (setting up networks, physical PC components and physical security measures), and procedures to solve problems.

### DATA CAPTURER

**MAR 2016 – MAY 2016**

JORDAN HUMAN RESOURCES PTY

Responsible for the on-site capturing of basic client data from various sources (pre-entered or direct/in-person) for an Event Services organisation based in Sandton, Gauteng. Information captured into the computer system for storage, processing and management purposes. Assisted printing name cards from data captured so attendees may enter the events and conventions as well as assisting with computer network setup and break down prior to and after completion of various events.

### ETQA ADMINISTRATOR

**FEB 2014 – MAY 2016**

THE ICHAF TRAINING INSTITUTE

Responsible for providing administrative support to a FET college/training institute based in Gauteng. Duties included answering phone calls, developing training material, assisting Training Facilitators and Founding Director, scheduling appointments, managing files, assisting with office tasks, liaising with Service SETA and merSETA stakeholders as well as external client training and development teams from Avis Budget Group, Barloworld, Peermont Global, Global Roofing Solutions, etc.

## CERTIFICATIONS

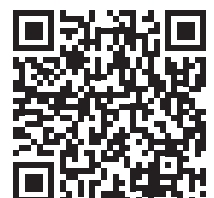
<b>AFFILIATE AND PARTNERSHIPS INDUSTRY – FUNDAMENTALS</b> IMPACT.COM	<b>2025</b>
<b>GOOGLE UX DESIGN</b> GOOGLE	<b>2024</b>
<b>GOOGLE BUSINESS INTELLIGENCE</b> GOOGLE	<b>2023</b>
<b>REVEAL DATA ANALYST</b> REVEAL	<b>2023</b>
<b>GOOGLE DATA ANALYTICS</b> GOOGLE	<b>2023</b>
<b>GOOGLE PROJECT MANAGEMENT</b> GOOGLE	<b>2023</b>
<b>GOOGLE IT SUPPORT</b> GOOGLE	<b>2023</b>
<b>COMPTIA IT FUNDAMENTALS+</b> COMPTIA	<b>2022</b>
<b>IC3 DIGITAL LITERACY GS6 MASTER</b> CERTIPORT	<b>2022</b>
<b>IT SPECIALIST – DATABASES</b> CERTIPORT	<b>2022</b>
<b>IT SPECIALIST - DEVICE CONFIGURATION AND MANAGEMENT</b> CERTIPORT	<b>2022</b>
<b>IT SPECIALIST - NETWORK SECURITY</b> CERTIPORT	<b>2022</b>
<b>IT SPECIALIST – NETWORKING</b> CERTIPORT	<b>2022</b>
<b>MICROSOFT OFFICE SPECIALIST: MASTER 2013</b> MICROSOFT	<b>2021</b>
<b>LEAN SIX SIGMA WHITE BELT</b> THE COUNCIL FOR SIX SIGMA CERTIFICATION (CSSC)	<b>2020</b>

## SOFTWARE APTITUDE

Adobe Acrobat  
Asana  
Audacity  
BigHand  
BigQuery  
ChromeOS  
Citrix  
Croner Simply Personnel  
Figma  
iManage  
iTutorGroup Consultant System  
Jira  
Kaggle  
Kallidus  
Kofax Power PDF  
Linux  
Litera  
Microsoft Access  
Microsoft Dynamics 365 (CRM & ERP)  
Microsoft Excel  
Microsoft Forms  
Microsoft OneNote

Microsoft Outlook  
Microsoft Power BI  
Microsoft PowerPoint  
Microsoft Project  
Microsoft SharePoint  
Microsoft SQL 2008  
Microsoft SQL Server Management Studio  
Microsoft Teams  
Microsoft Visio  
Microsoft Windows (XP, Vista, 7, 8, 8.1 & 10)  
Microsoft Word  
Mimecast  
monday.com  
Nitro Pro  
Olympus Dictation Management System  
Prezi  
Reveal  
Rstudio  
Tableau  
TeamViewer  
Zoom

SCAN ME



FOR LINKEDIN  
PROFILE