

Rozaria Elizabeth Klaase

6 Epnaarsingel, Eikevlei, Klawer, 8145

Cellphone number: 071 392 9737

E-mail: rozariaklaase@gmail.com

ID No: 911204 0124 08 7

Summary

I can deliver exceptional work. My qualifications and professional work would make me an ideal candidate for consideration. Together with my skills, I will fit in beautifully and make a valuable contribution to the team at your company. I'm very interested in expanding my knowledge and being part of the company. I bring a smile, motivation, and positive energy everywhere I go and the workplace is no exception. You will find me ready to start something new and exciting. It will be my honour to work with you and this company.

Skills

Communication and influence	Teamwork	Analytical
<ul style="list-style-type: none">• Training Facilitation• Project management• Volunteer coordination	<ul style="list-style-type: none">• Community outreach• Relationship building• Work well alone and as part of a team	<ul style="list-style-type: none">• Training assessment• Problem solving• Record keeping• Monthly report management

Software Package	Proficiency
Microsoft Word	★★★★★
Microsoft Outlook	★★★★★
Microsoft PowerPoint	★★★★★
Microsoft Excel	★★★★★

Language Proficiency	English	Afrikaans
Speaking	★★★	★★★
Reading	★★★	★★★
Writing	★★★	★★★

Education and Professional Development

e-Skills Training Certificate

Western Cape Local Government (2023)

Certificate in 120 Hour Advanced TEFL/TESOL Certificate

TEFL Universal (2023)

Certificate in Community Development

Oxbridge Academy (2022 – 2023)

Obtained Symbol B (Still awaiting original certificate)

International Computer Driving License Certificate

ICDL & Cape Access (2021)

Certificate in Office Administration

West Coast College (2014 – 2016)

NQF Level 4

Grade 11

Vredendal Secondary School, 2008

Employment History

Centre Manager

Library Business Corners 2022 - Present

- Management of the day-to-day operations of the centre
- Financial management of the centre's resources
- Ensure that all policies and procedures are implemented and adhered to (incl. HR, finance, asset and risk management, procurement, administrative, etc.)
- Compilation of Upper West Coast e-Centre's monthly reports

- Formulate, develop and review policies and procedures relating to operations of the centre
- Present reports on the activities, usage and outcomes of the centre
- Provide monthly written reports with variable inputs on the activities, usage and outcomes of the centre as required
- Set up and maintain suitable records, business and administrative systems for the centre, including filing systems, recording information on correspondence systems or databases, etc.
- Oversee training provision and provide information, assistance and advice to the community
- Assist with technical support in the centre
- Provide project management support for community development projects

Development Manager

Library Business Corners, 2021 -2022

- Provide computer training to community
- Assist Centre Manager with compilation of monthly report
- Assist with technical support in the centre if Centre Manager is unable to
- Management of the day-to-day operations of the centre

Content Creator & Manager

Lightspeed Digital Media, 2017 - 2019

- Writing press release and compiling newsletters
- Writing articles for online newspapers
- Creating content for social media
- Attending meetings and social events to collect content for press releases as well as newsletters and social media
- Writing scripts for video shoots
- Working closely with graphic designers for designs to upload on social media
- Work closely with web developers to update content on website as needed

Registration Intern & Administration Assistant

West Coast College Vredendal, 2017

- Assisting students with registration process at the college
- Sending and receiving emails and hand delivered packages
- Assist in reception area with administrative duties
- Answering the phone and assisting with client & student queries

Administration Assistant

Nieuwoudt Primary School, 2012 - 2013

- Providing customer care
- Resolving day-to-day administrative and operational problems
- Sending and receiving mail and packages
- Sending emails
- Answering the phone & greeting guests and visitors
- Operating a range of office machines such as photocopiers and computers

Cashier

Stax Home Entertainment, 2011 - 2012

- Issue receipts, refunds, credits, or change to customers
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change
- Stock taking of new and old products
- Assisting clients on a daily basis

References

Ms. Joany Stuurman

Assistant Director: Cape Access
Programme
Library Business Corners
076 318 3126
Joany.Stuurman@westerncape.gov.za

Ms. Monica Bottom

Ward Councilor
Matzikama Municipality
078 961 4747
monicab@matzikama.gov.za

Mr. Zukile Mtongana

Senior Lecturer & Former Campus
Manager
West Coast College
027 213 5673
Mtongana.zukile@gmail.com



CERTIFICATE

of completion

It is hereby certified that:

Rozaria Elizabeth Klaase

completed the following courses:

Office 365: Microsoft OneDrive

04/07/23
Date



Unique Code: z08bvtis4Fn

[Signature]
Project Manager
ICT Training Unit
Centre for e-Innovation



CERTIFICATE

of completion

It is hereby certified that:

Rozaria Elizabeth Klaase

completed the following course:

e-Skills for Western Cape Government
Microsoft Word

LESSON 1: INTRODUCTION INTO WORD
LESSON 2: WRITE AND EDIT
LESSON 3: FORMAT TEXT
LESSON 4: LAY OUT PAGES
LESSON 5: INSERT TABLES, PICTURES & WATERMARKS
LESSON 6: SAVE TO PRINT
LESSON 7: SHARE AND COAUTHOR
LESSON 8: IMPROVE ACCESSIBILITY

06/07/23
Date



Unique Code: lmebn2NmQl

[Signature]
Services Manager
Branch: e-Innovation
Digital Learning Centre



CERTIFICATE

of
completion

It is hereby certified that:

Rozaria Elizabeth Klaase

completed the following course:

Office 365: Microsoft Teams

12/07/23
Date



Unique Code: mj3q26vGf

[Signature]
Services Manager
Branch: e-Innovation
Digital Learning Centre



CERTIFICATE

of completion

It is hereby certified that:

Rozaria Elizabeth Klaase

completed the following course:

e-Skills for Western Cape Government
Microsoft Excel

LESSON 1: INTRODUCTION INTO EXCEL
LESSON 2: ROWS AND COLUMNS
LESSON 3: CELLS
LESSON 4: FORMATTING
LESSON 5: FORMULAS AND FUNCTIONS
LESSON 6: TABLE
LESSON 7: CHARTS
LESSON 8: PIVOT TABLES
LESSON 9: COLLABORATION

20/07/23
Date



Unique Code: raiDpK2b3t

[Signature]
Services Manager
Branch: e-Innovation
Digital Learning Centre



CERTIFICATE

of completion

it is hereby certified that:

Rozaria Elizabeth Klaase

completed the following course:

**e-Skills for Western Cape Government
Microsoft PowerPoint**

LESSON 1: INTRODUCTION TO POWERPOINT
LESSON 2: SLIDES AND SLIDE LAYOUT
LESSON 3: MORE LAYOUT OPTIONS
LESSON 4: TEXT AND TABLES
LESSON 5: PICTURES AND GRAPHICS
LESSON 6: SLIDESHOWS
LESSON 7: ANIMATION, VIDEO & AUDIO
LESSON 8: SHARE AND CO AUTHOR

28/07/23
Date



Unique Code: PEVUdPwCO

Services Manager
Branch: e-Innovation
Digital Learning Centre



CERTIFICATE

of completion

it is hereby certified that:

Rozaria Elizabeth Klaase

completed the following course:

**e-Skills for Western Cape Government
Microsoft Outlook**

LESSON 1: QUICK START
LESSON 2: CREATE AND SEND EMAIL
LESSON 3: MANAGE EMAIL
LESSON 4: ORGANIZE YOUR INBOX
LESSON 5: CONTACTS AND TASKS
LESSON 6: CALENDAR

01/08/23
Date



Unique Code: hRqjstKnSK

Services Manager
Branch: e-Innovation
Digital Learning Centre



CERTIFICATE

of
completion

it is hereby certified that:

Rozaria Elizabeth Klaase

completed the following course:

Facilitation Fundamentals

03/08/23
Date



Unique Code: RqNHdSXES

Services Manager
Branch: e-Innovation
Digital Learning Centre



TEFL Universal

120 Hour Advanced TEFL/TESOL Certificate

Accredited Course Graduate

Rozaria Klaase

The bearer of this certificate has completed a course focused on teaching English
as a foreign language to non-native learners

Accredited by:



ACCREDITAT

Accreditation of TEFL/TESOL and Training
"Excellence via Competence"

Date of Award: 13/06/2023

Date of Issue: 13/06/2023

Certificate Number: 31899

FRASER STEELE

Education Director

17/05/2023

MS ROZARIA ELIZABETH KLAASE
6 EPNAARSINGEL
KLAWER
WESTERN CAPE
8145

STATEMENT OF RESULTS

ID Nr: 9112040124087		Name: MS ROZARIA ELIZABETH KLAASE	
Student Number: 22124522		Program: CER4025-03/22 Community Development	
Code	Subject Description	Assignments	Marks/Grade
COMDEV-01	Community Development 1	ASSIGN-01	91 - A
		YM	91 - A
COMDEV-02	Community Development 2	ASSIGN-01	62 - C
		YM	62 - C

Overall Grade: 77.00 - B

Kind regards

D Heyns

D Heyns
Head of Academics



YM- YEAR MARK / FINAL MARK T- ASSIGNMENT MARK *- CREDIT N/A - NOT APPLICABLE

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Fees Tel: 021 110 0201 / 021 200 6237 Fax: 021 883 2437

Directors: RJ Douglas, B Soc.Sci (Economics) (UKZN), MBA (UCT) • JDR Oesch, BCompt (Hons), CA (SA)
MD Aitken, BCom (Rhodes), CTA, BCompt (hons) (UNISA), CA(SA) • EJ Liebenberg, BCom, HED

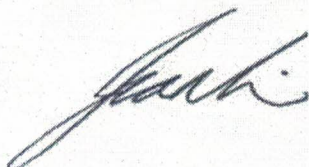
ICDL Profile Certificate

Rozaria Elizabeth Klaase

9112040124087

has successfully completed the following modules:

Computer Essentials	Syllabus 1	Win 7/Office 2010	16/11/2021
Word Processing	Syllabus 5	Win 7/Office 2010	17/11/2021
Presentation	Syllabus 5	Win 7/Office 2010	17/11/2021
IT Security	Syllabus 1	Win 10/Office 2010	21/11/2021
Online Essentials	Syllabus 1	Win 7/Office 2010	22/11/2021
Spreadsheets	Syllabus 5	Win 7/Office 2010	22/11/2021



Jenny van Niekerk, CEO of ICDL South Africa

30 November 2021

Date

388281

Candidate Registration Number



REPUBLIC OF SOUTH AFRICA

National Certificate (Vocational)

Level 4

Office Administration

Awarded to

ROZARIA ELIZABETH KLAASE

Identity number: 9112040124087

	%	Achievement level
Fundamental subjects:		
English First Additional Language	61	5
Mathematical Literacy	55	4
Life Orientation	89	7
Vocational subjects:		
Business Practice	69	3
Office Data Processing	79	4
Office Practice	75	4
Personal Assistance	68	3
*****	***	*

This candidate is awarded the National Certificate (Vocational), and has met the minimum requirements for admission to diploma or higher certificate study, as gazetted for admission to higher education, subject to the admission requirements of the higher education institution concerned.

The candidate has obtained the minimum 130 credits for this qualification as registered on the National Qualifications Framework.

With effect from December 2016

M. S. LAKOSETS

Chief Executive Officer

This certificate is issued without alterations or erasure of any kind

170 1603 4641 D



UMALUSI



Council for Quality Assurance in
General and Further Education and Training
South Africa

7711654

(See reverse for more information)



Ms Joany Stuurman
WCG eCentre Programme
Department of the Premier
Email: Joany.Stuurman@westerncape.gov.za
Tel: 021 483 8564 Fax: +27 21 483 8998

Enquiries: J. Stuurman

Date: 02 February 2023

TO WHOM IT MAY CONCERN

This serves to confirm that Rozaria Klaase, is employed with the Cape Access Programme, at Klawer ecentre, from 01 May 2021, till current. During this period, I was and still is the Regional Coordinator for the area she works in and have the pleasure of working with her. Rozaria work in the capacity of Centre Administrator from, with the following duties/responsibilities:

1. ADMINISTRATION

- Facilitates ICT access and training at the E-Centre.
- Assist with administrative duties daily.
- Assist with the marketing and the research of the e-Centre.
- Undertaking frontline and reception duties.
- Processing incoming and outgoing calls
- Ensure that the facilities centre is well maintained and in good and safe, clean working environment.
- The receiving visitor's community members to the centre.
- Checking and ordering of stationery and cartridges
- Capturing of monthly statistics
- Record keeping and maintaining all records of all LBC staff.

2. TRAINING

- Accredited Training, in terms of ICDL will be done in the centre. Responsible for the training outcomes of the ICDL training to the community and internal staff. Provides informal training (Basic Computer Skills) etc. (Community).
- Escalates any issues to the Centre Administrator / Area Coordinator for guidance and direction.

3. Technical Support

- Assist with all technical problems and support in the Klawer e-Centre.
- Attend to all queries / calls logged and follow – up helpdesk.
- Ensure that the facilities at the centre are well maintained and in good safe, clean working environment.

4. REPORTING

- Ensure all stats are monitored and new users registered are in order and done. (WCG)
- Provide monthly written reports with all the inputs of the centre and activities of the month.
- Attendance registers signed in daily signed and checked by the facility manager where applicable.
- Provides monthly reports in respect of training outcomes achieved and any of her training reports requested.

5. HUMAN RESOURCES PROCEDURES

- Always adhere to all LBC Policy and Procedures.

She is an honest and reliable person, always punctual with regards to attendance and submission of reports-there must be a very good reason for her not to meet set deadlines. Rozaria assists her colleagues, as well as visitors to the ecentre and set an example by ensuring she adhere to the rules and code of conduct, so the visitors to the ecentre can follow suit, so operations run smoothly.

Rozaria is committed to and passionate about her work and took initiative to ensure tasks get done accurately and timeously. She is a very confident person, a fast learner (intelligent) and will ask questions until he is satisfied/understand what is expected from her. She functions well under pressure, and she works in an environment that change quite often. She ensures that policies and procedures are implemented, never back away from challenges and see it as an opportunity for self-development. Exhibits a very strong sense of leadership qualities and is very focused and committed to the tasks and goals that are set. Her insightful and perceptive nature is an outstanding characteristic. She possesses the ability to articulate her understanding in a clear, coherent, and intelligent manner. She is always a positive and a good motivator, which contribute to the success of the organization. She has a pleasant and competent manner and has always a willingness and readiness to assist with any task.

6. REGIONAL STATS REPORT ASSISTANCE

Rozaria also provides valuable assistance with the compilation of the Regions Stats report and other operational tasks. She aided lto the following:

- Request/Remind staff to submit reports timeously.
- Check reports for correctness (quality of data).
- Validate reports against evidence submitted.
- Compile regional reports.
- Submit regional reports within set timeframe.

The assistance Rozaria provided formed part of her development and she took ownership by ensuring she knows every aspect of the task. Rozaria will make a success of any position she applies for. I trust her application for employment will be considered seriously, as she is an asset any organisation would like to have.

Kind regards

Ms Joany Stuurman
Cape Access: Regional Coordinator
E-Government for Citizens
Branch for e-Innovation
Department of the Premier

Signature:

Joany Stuurman
Digitally signed by Joany Stuurman
Date: 2023.02.02 18:41:53 +02'00'

Councilor Monica Bottom
74 Boom street
Klawer
8145

To whom it may concern

Dear Sir/Madam

I wish to give a brief description on Rozaria Klaase and the skills she can bring to your business.

She is a really hard worker, independent and in a group, she is a critical thinker which makes her problem solving skills so excellent. She performs well under pressure which makes her that go to person, and she can also be very resourceful.

I would really recommend her to any company/organization because of her skills. Hope you'll find her skills needed and that she will bloom in your organization.

Yours truly

Councilor Monica Bottom

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Vredendal-Campus
P. O. Box 2083
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Cell: 078 065 3044
E-mail: zmongana@westcoastcollege.co.za
E-mail: mtongana.zukile@gmail.com



TO WHOM IT MAY CONCERN

This is to certify that Rozaria Klaase was the student at the above mentioned College as from January 2014 until her final year which is November 2016.

She completed her third year Office Administration **NC(V) Level 4** in 2016 academic year. During her time at the college she was a very committed and dedicated student to her studies.

She is one of the reliable students in terms of discipline and that was demonstrated by her ability to work with each and every lecturer of the college, a hard worker in deed. She had been offered an opportunity to work as an intern at the college for THREE months where she was assisting in administration.

She can be an asset of any institution or work place she comes across

I therefore recommend that she be given any assistance she deserves

If you need any further information about her please feel free to contact me

Kind Regards

ZS Mtongana

Zukile Mtongana

Senior Lecturer for Office Admin Dept.