

# LUTHANDO-LWETHU MTSHALI

Economics, Public Administration, International Relations

---

## PROFESSIONAL SUMMARY

Goal-oriented graduate with a Bachelor of Administration in Public Management, specialising in Public Administration, Economics, and International Relations. Proven capability in managing financial transactions, and solving customer inquires. Experienced in administrative support, through work as an administrative assistant. Proficient in resource co-ordination and analytical thinking, developed through responsibilities in office management and data organization as part of administrative role. Skilful in time management and communication, developed through expertise in scheduling meetings and event co-ordination, within administrative work. Detail oriented demonstrated in maintenance of office inventories in administrative role. Skilful in data and numerical accuracy, because of experience in book-keeping and basic accounting tasks, by responsibility of maintaining the budget within administrative work. Skilled in Python Programming, and TEFL accredited, demonstrating proficiency in problem solving, and creative thinking. Possesses strong technical skills in all Microsoft office programs. Reliable, dedicated, and adaptable, looking for employment opportunities.

---

## SKILLS

- Microsoft Office proficiency
- MS Office Suite
- Data collection
- Data analysis
- Critical thinking
- Work ethic
- Document management
- Essay Writing
- Customer service
- Basic book-keeping
- Sales expertise
- Processing payments
- Presentation skills
- Administrative skills
- Research
- Data entry
- Meeting organisation
- Public speaking
- Leadership
- Complex problem solving
- Meeting coordination
- Conflict resolution
- Procurement
- Problem-solving
- Visual merchandising

---

## WORK HISTORY

**SALES ASSISTANT** 11/2025 to 01/2026  
@HomeLiving Space, Durban

- Effective and personalised service given to customers.
- Managed all financial transactions and efficiently processed payments, refunds and returns.
- Visual Merchandising and product layout in adherence to the aesthetic store guidelines.
- Inventory control, and management of stock control at the front of the store and in the back room.
- Team collaboration, working closely with management and team members to meet daily objectives.

## **ADMINISTRATIVE ASSISTANT** 02/2023 to 02/2025

**Ace Boating Group**, Durban

- Daily tasks included data organisation, specifically preparing documents, and managing data in spreadsheets and reports.
- Daily responsibilities included keeping documents up to date, and ensuring their safekeeping.
- Assisted in maintaining the budget plan through bookkeeping and basic accounting tasks.
- Ensured office inventories were in good condition.
- Daily duties included scheduling meetings, events, and appointments.

---

## **EDUCATION**

**Domestika**, Online

**No Degree**, Python Programming Short Course , 09/2025

**Professional institute**

**TEFL**, 01/2025

- TEFL accredited: Teaching English as a Foreign Language course
- Achieved with distinction

**University of Pretoria**

**BAdmin**, Public Administration, Economics, International relations, 11/2024

**Maris Stella School**

**National Senior Certificate**, 12/2021

Distinctions: Business studies 88%, English Home Language 79%, History 83%, Life orientation 79%

---

## **WEBSITES, PORTFOLIOS, PROFILES**

- <https://www.linkedin.com/in/luthando-mtshali-4144ba2a8/>

---

## **REFERENCES**

- Dr Stellah Lubinga, Year 3 Public Administration Professor, Stellah.Lubinga@up.ac.za, +27 (0) 12 420 5736
- Dr Edwin Hlase, Year 3 International Relations Professor, Edwin.hlase@up.ac.za, +27 (0) 12 420 3993
- Mr. Qiniso Zulu, CEO of Ace Boating Group, Qzulu@aceboatinggroup.co.za, +27 82 683 0868
- Mr Sifiso, Manager at @Home LivingSpace, +27 61 855 1233

---

## **ACCOMPLISHMENTS**

- Certificate of Merit for progress 2017
- Certificate of Merit for 3 years of service in drama 2020
- Silver Award for the English Olympiad 2021
- Certificate of Merit for academics 2021
- Best position paper in the Model United Nations for international relations 220, University of Pretoria 2023
- Invited to the G20 Global Social Summit in 2025 as a KZN delegate and engaged with international organisations and delegates from other state nations in solving global issues