

PERSONAL PROFILE
Busisiwe Damari

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INTRODUCTION

I am a goal-oriented person with over 20 years' experience in Training, Learning and Development, Skills Development, Client Services, Business management and Information Technology assisting companies maximise efficiency and achieve sustainable growth. I have a demonstrated ability to deliver on productivity goals, increase efficiencies and maintain quality. As an Internal Systems Manager role at Siyaya Skills Institute I managed all Internal Systems and queries, I have a professional reputation for meeting and exceeding KPIs and have developed and delivered successful strategies to reduce costs. My qualifications include Business Management, IT, Skills Development, Facilitation, Assessor and Full ODETDP. These qualifications have enhanced my ability to carry out functions, but I believe it is my interpersonal skills that have driven my success in fostering strong workplace processes and supplier relationships. I possess a high level of computer literacy and have managed projects that required solid IT skills, Training and Project Management Skills.

My leadership experience has allowed me to develop sound productivity strategies to meet differing requirements. I lead by example and approach all my work with energy and enthusiasm, and I always look forward to utilising my skills in new and challenging settings.

WORK EXPERIENCE:

Jan 2026 **SME/Master Trainer** **SSETA**

Duties:

- Evaluation of applications for accreditation by skills development providers
- Monitoring skills development providers with learner enrolments
- Conducting external moderation against historically registered qualifications
- Pre-EISA monitoring of learners and monitoring of Assessment Centres
- Conducting EISA assessments against occupational qualifications
- Assessment and/or moderation of learner achievements for occupational qualifications

Reason for Leaving: Fixed Term contract

Sept 2024 – Jan 2026 **Skills Development Facilitator** **Ecowize HPS**

Duties:

- Co-ordinate, manage and support the Skills development Facilitation within the learning and development space
- Project manage, all Learnership Programmes within the Business
- Assist the organisation managers with planning and execution of training plans
- Align organization training need with training offering and suitable training providers
- Establish relationships with SETA stakeholders, learning partners
- Successfully identify opportunities to achieve maximum benefit of discretionary grants across all business units
- Training Operations – Monitor and planning training interventions
- Stakeholder Engagement – Manage and support

- Statutory Training Report – Compile and Submit WSP, ATR and Pivotal Report
- Learner Management System – Work closely with L& D manager to drive implementation of the LMIS system
- Learnership Management - Work closely with L& D manager to review the relevance and quality of learning material and facilitation and POE completion

Reason for Leaving: Fixed Term contract

April 2024 – To date **Verifier – SME** (Ad hoc) **QCTO – (Quality Council for Trades and Occupations)**

Duties:

- Conducting Site Visits on behalf of QCTO as requested
- Attend Meetings and training when required
- Quality assurance on behalf of QCTO as required

Reason for Leaving: Freelance Position

May 2022 – August 2024 **Skills Development Practitioner Curro Holdings PTY Ltd (FET College)**

Duties:

- Conducting Inductions for all learnership projects
- Facilitation of learnership projects
- Preparing Weekly Lessons
- Manage the learning environment in line with the schools COC.
- Manage and assure recordkeeping of learner POEs.
- Keep record of all assessments including POEs.
- Assessments of Portfolio of Evidence
- Ensure that the training is conducted and delivered to the required standard.
- Attendance Registers are completed daily.
- Ensure that Projects are completed on time.
- Complete monthly Facilitator and assessor reports
- Mentoring – Learners on learnership

Reason for Leaving: End of Contract

June 2022 – Current **Facilitator/Assessor /Moderator** (Consulting) **Afroteq Academy**

Duties:

- Conducting Inductions for all learnership projects
- Facilitation of learnership projects
- Assessments of Portfolio of Evidence
- Ensure that facilitation is conducted and delivered to the required standard.
- Attendance Registers are completed on training.
- Ensure that Projects are completed on time.
- Complete weekly and monthly report
- Mentoring – Learners on learnership

Reason for Leaving: Freelance Position

July 2020 – Feb 2022 Rental Agent - Rawsons Properties

Duties

- Managing Property in the North of JHB
- Getting new Business
- Showing houses

Reason for Leaving: Freelance Position

July 2020 – Dec 2022 Facilitator/Assessor (Consulting) Seonyatseng Training Institute

Duties:

- Conducting Inductions for all learnership projects
- Facilitation of learnership projects
- Assessments of Portfolio of Evidence
- Ensure that facilitation is conducted and delivered to the required standard.
- Attendance Registers are completed daily.
- Ensure that Projects are completed on time.
- Complete weekly and monthly report
- Mentoring – Learners on learnership

Reason for Leaving: Freelance Position

Aug 2019 – Jan 2020 Team Leader _Quality Assurance SIYAYA SKILLS INSTITUT

Duties:

- Maintain stakeholder relations.
- Validate enrolment of learners
- Monitor final submission of Learner Achievement
- Monitoring, control, and Reporting of all Deliverables.
- Manage External verifications.

March 2014 - January 2020 Internal Systems Manager SIYAYA SKILLS INSTITUT

Duties:

- Act as an escalation point for technical and service problems and questions via telephone, email, & face to face.
- Assist in Project Management of all Systems and processes used in-house.
- Procurement of all Capex and Opex
- Making sure there is connection to the printers.
- Creating user accounts for new users, Maintaining Labs; Make sure backups run.
- Setting up new PCs on the network; Reloading machines (Windows)
- Creditor Administration_ POs, invoices, quotations etc.
- General Printer troubleshooting and assistance.
- Ordering toner; Log calls with SP for printing issues
- Arrange repair for hardware in occasion of hardware failure.
- Conduct system and compliance audits for various delivery departments.
- Find new and innovative solutions to system problems.
- Work closely with all stakeholders.
- Assisted in Creating process workflows for each Department on the K2 System
- Empower users and monitor service delivery through systems.
- Conduct Training for internal staff on the systems used.

**Dec 2016 – Feb 2019 Project Manager (Special Project – Limpopo) SIYAYA SKILLS INSTITUTE
HC Level 1:**

Duties

- Managing Services Seta Special Projects in Limpopo
- Managing all administration processes of project
- Providing Operational Support to the Facilitators
- Managing the team related to project.
- Responsible for Client Liaison and Relationship Building
- Responsible for Project Planning and the implementation thereof
- Monitoring project progress and performance
- Problem Solving and Resolving cross functional issues at project level.
- Assisting Clients to place learners on Host Sites
- Host Site Monitoring
- Services Seta Financial Submissions
- Services Seta Administration and Reporting
- Overseeing Attendance Tracking
- Training and development including Human Resources

Facilitator /Assessor

Duties:

- Conducting Inductions for all learnership projects
- Facilitation of learnership projects
- Assessments of Portfolio of Evidence
- Ensure that facilitation is conducted and delivered to the required standard.
- Attendance Registers are completed daily.
- Ensure that Projects are completed on time.
- Complete weekly and monthly report
- Mentoring – Learners on learnership
- Mentor workshop for various learnership projects presentation

April 2014 – April 2015

SDF/Administrator

SIYAYA SKILLS INSTITUTE

Duties:

- Client liaising
- Promote a learning culture in client organisation.
- Completion of Workplace Skills Plan & Annual Training Report to submit Mandatory Grand Application
- Registration for the learnership/Internship/Apprenticeship & Skills Programme with various SETA
- Project Management and Implementation plan

Knowledge

- skills Development Act, Skills Development Levies Act, EE Act
- Understanding the Working with different SETA's and QCTO
- General understanding with Broad Base Black Economic Empowerment BBBEE
- Human Resource Policy, Practice, and procedure

Facilities Management:

- First line of contact with the landlord and/or any representative
- Lead and manage facility projects to ensure best utilization of space, resources, and safety for all employees.

- Oversee maintenance, improvement and long-term planning, development, including major building renovations and rehabilitation projects.
- Ability to manage more than one project concurrently.
- Oversee the administration of contractor work.
- Manage routine maintenance and repair tasks such as painting walls, replacing light bulbs by maintenance staff.
- Assures compliance with all applicable laws and codes related to facilities including OHSA, ISO and Municipal by-laws.
- Manage Cleaning sub-contractors.
- Make sure that tenants adhere to all safety regulations.

Mar 2010 – Dec 2013 Systems Administrator GROWTHPOINT MANAGEMENT SERVICES

Duties

- Provide technical support to end user uses in a professional and timely manner.
- Ensure that all documents, programming, and testing is aligned and conforms to the business strategy.
- Provide Training of all IDU Concept users
- Locking Projections monthly
- Involved with the merger of the IDU Concept System
- Support to all users (internally and externally) of IDU Concept telephonically/via email
- Monitor systems functionality and Manage client queries.
- Test Upgrades to ensure the quality of existing or new IT solutions in accordance with the business requirements.
- Contribute to the development and monitoring of the testing methodology, standards, policies, and procedures.
- Compile test plans, test cases and test summary reports
- Execute the manual and automated tests and log all defects.
- Perform the required defect tracking and management thereof.
- Perform user acceptance testing with system users and suggest improvements to internally developed software applications.
- Contribute to the development, quality control and delivery of end user training material.
- Administer IDU Systems including IDU Project Management

Reason for leaving: Relocated to PE

Apr 2006 – Mar 2010 Jnr Systems Developer /Grants & Levies Co-ordinator MERSETA

Duties

- Ad-hoc Inter-Seta payments and processing
- Compiling Recon for Inter-seta payments done
- Preparing Stats for Management accounts monthly.
- Sending out Remittance advises on request/handling queries thereof.
- Involved with the development and scoping of DataNet
- Support to all users (internally and externally)
- Contacting and updating Bank details on DataNet, Great-Plains & Standard Bank internet banking
- Downloading, generating & printing learner and Training Providers certificates on weekly basis.
- Corresponding via email to all clients regarding grant & Levy queries.
- Creating of grant payment list for approval by Chairperson of the company
- Responsible for the payments of the grant list as well as the recon that goes with the pmnts
- Provide Training to internal and external stakeholders.

- Preparing and posting Journals
- DataNet Support
- Closing monthly periods on Data Warehouse

Reason for leaving: Career Growth opportunity.

Jun 2003 – Mar 2006 DataNet Support / Grants and Levies Co-ordinator EOH CONSULTING

Duties

- payments and processing
- Compiling Recon for Inter-seta payments done
- Preparing Stats for Management accounts monthly.
- Sending out Remittance advises on request and handling queries thereof.
- Involved with the development and scoping of DataNet
- Support to all users (internally and externally) of DataNet telephonically and via email
- Contacting Clients for banking details
- Updating Bank details onto DN, GreatPlains and Standard Bank internet banking
- Downloading, generating & printing learner and Training Providers certificates on weekly basis.
- Corresponding via email to MerSeta clients regarding grant and Levy queries.
- Creating of grant payment list for approval by Chairperson of the MerSeta
- Responsible for the payments of the grant list as well as the recon that accompanies each payment batch.
- Process levies from DoL in DataNet and GreatPlains
- Provide Training to internal and external stakeholders.
- Preparing and posting Journals
- Closing monthly periods on Data Warehouse

Reason for leaving: Business UNIT absorbed by Client.

Nov 2000 – Feb 2003

Assistant Manager

CLICKS STORES

Duties

- Interacting with customers and their shopping needs
- Up to date with customers likes and dislikes research customers buying patterns and competitors.
- Managing the shop, ordering stock, budgeting,
- Recruitment and Selection, Training and Development of staff
- Supervise clock-cards, count mark-up/ down, ensure that mark-up labels are put up.
- Check advert file & promotional items, action co-op file, check repairs, credits, and photo wallets.
- Merchandising and ensuring that new layouts are actioned.
- Managing cashiers and the promotion of club-card.
- Cashing Up and Banking

Reason for leaving: Career growth.

Duties

- Process payments via EFT,
- Data capturing; Filing and sending out Correspondence.
- Calculate of Death Values; Calculate Policy values, Calculate and pay tax.
- Process Surrender claims, including funds that were paid in error via Journals.
- Cancel of payments if Cession involved.
- Liaise with internal and external clients.
- Liaise with the receiver of Revenue.
- Solving and investigating problems relating to Account Queries.
- Calculating and generating Manual Statements.
- Policy changes and endorsements
- Advise Clients about options available when retiring.
- Pay Early retirement and vesting policies.
- Write to clients informing them about pending maturity.
- Investigating over-payments/under payments
- Verifying Banking details, do journals to rectify accounting.
- Resolve clients and member queries.
- Calculating surrender values, pay maturities, loans, and Surrenders, Calculate and Pay interest.
- Daily update of electronic mail register and images
- Sending out Endorsement Letters

Reason for leaving: Relocated to JHB

EDUCATION

Qualifications: Certificate/Diploma/Degree	Date Achieved	Institution
HC: Human Resources	In Progress	IQ Academy
NC: Occupational Directed in Education Training and Development Practices NQF5	Jan – 2021	NS Zonke Management Consultants
Cert: Conduct Skills Development Facilitation	Oct – 2020	NS Zonke Management Consultants
Cert: Conduct Outcome based Assessment	Sep – 2017	M28 Consulting
National Certificate: Information Technology	Nov - 2015	UNISA
National Diploma: Business Management	Dec – 1997	Peninsula Technikon
Grade 12	1992	Thembelihle Comprehensive School

ACCREDITATION

ASSESSOR/ MODERATOR: SERVICES SETA – Various Qualifications

ASSESSOR/ MODERATOR: MICT SETA – Various Qualifications

ACHIEVEMENTS

- ❖ Cyber Security 2024
- ❖ Occupational Health and Safety 2025
- ❖ ODETDP-Full Qualification: 2021
- ❖ Certificate of Excellence on hard work and commitment 2020
- ❖ Skills Development Facilitator, 2020

❖ Assessor Course	2018
❖ BBBEE Amended Codes ESD Training	2018
❖ BBBEE Management Training, BBBEE Skills Training	
❖ Certificate of Excellence on hard work and commitment	
❖ SharePoint 2013 End-User, Introduction to Share-point	2014
❖ Certificate of Excellence on hard work and commitment	
❖ Introduction to HTML 5	2010
❖ Maintaining/Implementing a SQLServer Database 2005	2007
❖ Certificate of Attendance: Presentation Skills	2005
❖ Certificate of Attendance: Risk and Security	2001
❖ Certificate of Attendance: MS Business Solutions MerSETA	2006

SKILLS

Technical:

- Computer Literacy, Proficient in Windows
- Proficient in MS Office, Outlook, and Excel
- MS SharePoint 2010/2013, MS Projects, SQL2003/2008
- CRM, K2 Blackpearl, Virtual IT, Sage300 ERP
- Accsys People ware, IDU, AWD, Citrix
- Great Plains Dynamics, Business Online, Datanet

Interpersonal:

- Strong project management skills and experience.
- Ability to write well and edit copy efficiently including excellent verbal and communication skills.
- Effective Communication Skills
- Good interpersonal skills and a strong team player.
- Able to work in a team and independently.
- Responsible and Diligent
- Multi-tasking skills essential - accurate management of systems and processes.
- Ability to deliver quality work under pressure/on deadline with excellent time management skills.
- Excellent attention to detail and quality at all time
- Good communication Skills
- Facilitation Skills and Problem Solve Skills
- Driving experience, Own transport (Code 10 Drivers License)
- Teaching other people Skills, share ideas and learn from other people.

REFERENCES

Ecowize PTY Ltd

Name: Nokwazi Bhengu

Position: HR Generalist

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Seonyatseng Learning Institute

Name: Melissa Snodgrass

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CURRO Holdings PTY Ltd (FET College)

Name: Adri Saayman

Position: Management:

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Siyaya Skills Institute

Name: Xolani Thabatha

Position: Project Manager:

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