

# Percy Lope

## -Candidate Natural Scientist-

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## PROFILE

Multi skilled Natural Scientist with demonstrated history in office administration. Customer service oriented with demonstrable track record of building and maintaining good relationships with internal and external customers. Strong research professional with a B Tech in Quality from University of Johannesburg and a BTech in Agricultural Management from Tshwane University of Technology. Passionate about contribution towards continuous quality improvement with a good understanding of Quality tools as well as ISO 9000 and ISO 17025. Registered Candidate Natural Scientist with South African Council for Natural Scientific Professions(SACNASP). Driven, determined and self-motivated with strong communications skills and a confident and resilient personality.

## WORK HISTORY

**Grant Administrator** | *December 2019 to Present*

### -SOUTH AFRICAN SOCIAL SECURITY AGENCY-

My responsibilities included:

- Render social security services and attend to social grant related queries to prevent litigation
- Provide customer care and process other grants documentation
- Perform other grants administration functions and prepare statistical performance templates.
- Receive applications in terms of the relevant Act, prepare and process grants on SOCPEN
- Review all identified grants in terms of the relevant Act and Regulations
- Assist in completion of projects and prepare recommendations for management.

**Clerk: Operations Management** | *December 2016 to November 2019*

### -SOUTH AFRICAN SOCIAL SECURITY AGENCY-

My responsibilities included:

- Monitor the implementation of Social Assistance Act, Legislations procedures and processes
- Facilitate the uptake of Social Grants Applications
- Facilitate and monitor correction/processing of beneficiaries information/data to allow access to Social Grants
- Provide guidance and support to local offices to increase social grants uptake and projected grants in payment
- Quality assure a sample of completed social grants applications and perform other grants administration value chain functions
- Assist in compiling and consolidating district monthly, Bi-monthly, quarterly, Six-months and annual Reports.

**Grants Administrator- (Contract Worker) | January 2016 to November 2016**

**-SOUTH AFRICAN SOCIAL SECURITY AGENCY-**

My responsibilities included:

- Completion of applications in respect of Regulation 26A
- Screening and completing customer grant checklists
- Completion and processing grants application in terms of the relevant Act
- Review all identified grants in terms of the Act and Regulation
- Tracing of social grant beneficiaries
- Provide customer centric service and queue management in line with Batho-Pele principles
- Assist with bookings for medical examinations of beneficiaries.

**EPWP - Administration and Door to Door | September 2014 to March 2015**

**-SOUTH AFRICAN SOCIAL SECURITY AGENCY-**

My responsibilities included:

- Advise client on different types of grants available and requirements per grant type
- Render door to door knowledge survey, collection and capturing data on a special template
- Render help desk service and handle general queries from clients and refer them to appropriate official
- Confirm availability of all certified documents, complete document checklist and attach all supporting documents
- Do batch control of beneficiary files for MIS dispatch document management center

**Fieldworker for TARMII - Foundation Phase (Nkangala District) | February 2014 to March 2014**

**-HUMAN SCIENCES RESEARCH COUNCIL (HSRC)-**

My responsibilities included:

- Maintaining knowledge and compliance TARMII research procedure to school HODs
- Ensuring accurate and complete documentation (i.e. Teachers questionnaire, collection of signed consent forms)
- Sampling of learners for research and sourcing of correct test scripts
- Facilitating learners during tests
- Marking all scripts and recording all marks

## EDUCATION

**B Tech: Quality Management | 2020**

**-UNIVERSITY OF JOHANNESBURG-**

Major Subjects Include:

Quality Management Systems, Quality Auditing Techniques, Statistical Quality Techniques, Continual Quality Improvement, Quality Planning & Implementation

**B Tech: Agricultural Management | 2018**

**- TSHWANE UNIVERSITY OF TECHNOLOGY -**

Major Subjects Include:

Financial Management, Strategic Management, Crop Production, Leadership Development

**National Diploma. Agriculture: Animal Production | 2012**

**- TSHWANE UNIVERSITY OF TECHNOLOGY -**

Agricultural Sciences, Cultivated Pastures, Animal Production Economics, Manpower Management, Animal Production

- Professional Member of the South African Council for Natural and Scientific Professions (2020)  
Candidate Natural Scientist (Agricultural Science) - Registration No : 123061/20

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## OTHER SHORT COURSES

**Institution : National Institute of Theoretical and Computational Science**

Qualification obtained : e-Certificate Introduction to Data Science and Computational Thinking (2021)

**Institution : Small Enterprise Development Agency (SEDA)**

Qualification obtained : Quality Management Systems- ISO 9000:2015 (2021)

**Institution : Twenty20 Science**

Qualification obtained : 4IR SKILLS – Business Environment Management (2021)

**Institution : National School of Government (NSG)**

Qualification obtained : Operations Management Framework (2021)

**Institution : National School of Government (NSG)**

Qualification obtained : Generally Recognised Accounting Practices (GRAP) (2021)

**Institution : National School of Government (NSG)**

Qualification obtained : Ethics for Internal Auditors (2021)

**Institution : University of Johannesburg**

Qualification obtained : Short Course in Artificial Intelligence in the 4IR (2020)

**Institution : University of Johannesburg**

Qualification obtained : Short Course in African Insights (2020)

**Institution : Best Information Solutions**

Qualification obtained : Certificate in Advanced Microsoft Excel (2018)

**Institution : Creative Minds**

Qualification obtained : Short Course Microsoft Excel Level I (2018)

**Institution : National School of Government (NSG)**

Qualification obtained : Excellent Customer Care for Frontline Staff (2018)

**Institution : University of South Africa**

Qualification obtained : Short Course in Customer Service Management (2017)

**Institution : University of Pretoria**

Qualification obtained : Certificate in Advanced Computer Literacy (2016)

**Institution : University of Pretoria**

Qualification obtained : Short Course in E-Skills for Entrepreneurs (2016)

*Full academic transcripts and details of other short courses available on request*

## SKILLS AND COMPETENCIES

- Well developed interpersonal and communication skills.
- Computer Literacy- MS Excel, MS Word, MS Project, MS Internet Explorer, MS PowerPoint, MS Outlook, MS Access and SPSS
- Report writing, report interpretation and ability to do research and take initiative
- All past experience was in fast-paced environments, allowing me to develop excellent time management and organisational skills.

## REFERENCES

- |          |   |
|----------|---|
| 1. Name  | : Mr Abel Sealetsa                                      |
| Position | : Senior Grants Administrator: Marapyane Service Office |
| Tel      | : 013 065 0533  |
| Cell     | : 064 751 9813  |
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| 2. Name  | : Mrs Thembisile Chauke   |
| Position | : Practitioner: Operations Management - SASSA Gert Sibande District |
| Tel      | : 017 801 1684  |
| Cell     | : 082 767 5630  |
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| 3. Name  | : Mr Bongane Nzima                 |
| Position | : Team Leader – SASSA Gert Sibande |
| Tel      | : 017 801 1708                     |
| Cell     | : 078 006 4995                     |