

Buyisile Gloria Pretty Zungu

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Summary

Highly-organized Secretariat with 16 years of experience in highly busy executive office support. Proficient in scheduling, records maintenance and correspondence. Well-versed in use of [Software] with strong knowledge of computer fundamentals. Polite and attentive offering excellent customer service, organization and time management skills. Skilled in coordinating invoicing and billing activities.

Skills

- Correspondence Preparation
- Customer Follow-Up
- Billing and Invoicing
- Data Compilation
- Clerical Support
- Document Management
- Meeting Coordination
- Appointment Scheduling
- Verbal and Written Communication
- Schedule Management
- Mail Routing
- Travel Arrangements
- Supply Ordering
- Office Supply Management
- Basic Accounting
- Maintaining Confidentiality

Experience

ADMINISTRATIVE CLERK | 08/2007 - Current

KZNHEALTH - Durban , South Africa

- Organized and maintained filing systems both electronically and manually.
- Answered phone to take messages or redirect calls to colleagues.
- Resolved customer complaints in a timely manner.
- Provided administrative support to the executive team.
- Managed daily office operations, including scheduling appointments and managing incoming calls.
- Prepared and processed documents such as invoices, reports, memos and correspondence.
- Greeted and signed in visitors to facilitate front office operations.
- Maintained accurate records of financial transactions using accounting software programs.
- Ordered supplies and equipment as needed.
- Wrote email messages, memos and business letters for management and proofread documentation to provide error-free correspondence.
- Assisted with the preparation of presentations for meetings, conferences and other events.

TEACHER'S ASSISTANT | 05/2017 - 06/2020

Mzokhulayo primary school - Durban , South Africa

- Supported teachers by preparing materials, setting up equipment, and organizing supplies.
- Assisted teachers with creating and maintaining a safe, orderly learning environment.
- Adapted teaching methods and materials to meet students' varying needs and interests.
- Monitored students in class, hallways and cafeteria to enforce school rules.
- Assisted teachers with instruction and provided clerical support for diverse needs.
- Helped teacher plan lessons utilizing various teaching strategies including hands-on activities and technology integration.

- Facilitated small group instruction and activities for students of varying abilities.
- Enforced rules regarding student conduct while promoting respect for diversity among classmates.
- Graded assignments and tests and documented results into filing systems.
- Distributed textbooks, workbooks, papers and pencils to students.

Education and Training

Lenarea Secondary School - Durban | Bachelor's Degree in Education

Education of Individuals in Elementary Special Education Programs, 05/2023

- Honors in Psy Education.

Languages

English:	C2	Xhosa:	B1
<div><div></div></div> Proficient		<div><div></div></div> Intermediate	