

# Lucinda G Mulaudzi

PROFESSIONAL PSYCHOLOGIST | HEALTHCARE ASSISTANT | ADMINISTRATION PROFESSIONAL

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Cape Town, 7441

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## SUMMARY

Reliable and trustworthy individual with a solid track record in administrative tasks, client services, and healthcare assistance. Adept at prioritizing tasks, adhering to procedures, and ensuring superior customer satisfaction. Recognised for diligence, attention to detail, and the ability to thrive in fast-paced environments. Proficient in Microsoft Office Suite and adaptable to learning new systems and processes quickly. A team player with strong interpersonal skills and a passion for continuous learning and self-improvement.

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## KEY COMPETENCIES

Process improvement	Reliable and dependable	Strong interpersonal skills
Ability to multi-task	Critical thinking skills	Proactive and self-motivated
Compassionate	Excellent communication skills	Exceptional organisational skills

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## PROFESSIONAL EXPERIENCE

### Morton & Partners Radiologists

Nov 2023 - Present

#### Patient Administrator

- Greeting, welcoming, directing and announcing patients appropriately and professionally
- Booking patients for special procedures and supply pre-examination requirements to patients and wards where necessary.
- Enter patient details and procedures accurately on the computer.
- Prepare invoices, take payments from patients and receipting.
- Balancing your cash box at the end of the day and sending cash, credit card payments and receipts to head office daily.

### SCP Radiology

Jun 2021- Oct 2023

#### Nursing Assistant

- Transporting patients to and from the radiology department.
- Assisting radiologic technologists during radiographic procedures
- Scheduling patient appointments or procedures
- Developed and executed unit tests and performed system testing to ensure software quality
- Troubleshoot and resolved software defects and issues

### Edushere

FEB 2021-AUG 2022

#### Trainer and Part Time Lecturer

- Developed and delivered engaging training programs on topics such as onboarding, performance management, conflict resolution, and employment law compliance.
- Lectured on HR principles and practices for various courses/programs, fostering student understanding and application of key concepts.
- Facilitated interactive workshops and seminars to enhance employee engagement and development.

### Newsclip

Feb 2018 – Jul 2018

#### Broadcast Media Monitor Scanner

- Created accurate and concise summaries of broadcast content.
  - Entered data into company databases, ensuring accuracy and adherence to style guidelines.
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## **EDUCATION & CERTIFICATIONS**

### **Certificate of PALS & ACLS**

TeamHealth Institute

**Sep 2021 - Dec 20221**

### **Certificate of Advance Au Pair & Night Nursing & ECD & CPR**

Chilton International

**Jun 2021 – Oct 2021**

### **Certificate of Health Care Assistant**

Edusphere Training and Development

**Sep 2020 – Mar 2021**

### **Diploma of Counselling and Child Psychology**

KEW Training Academy

**Jun 2019 – Mar 2020**

### **Certificate of Human Recourse Management**

Oxbridge Academy

**Feb 2017 – Febr 2019**

### **Diploma of Secretarial/PA**

CAD Training Centre

**Jan 2012 – May 2012**

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## **REFERENCES UPON REQUEST**