

Lucinda G Mulaudzi

Patient Administrator

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Cape Town, 7441, South Africa

Results-driven administrative professional with 12+ years of experience in healthcare and corporate settings. Expert in office management, document control, and stakeholder coordination. Strong background in customer service, patient administration, data entry, scheduling, and maintaining efficient administrative processes.

Work Experience

Patient Administrator

Nov 2023 - Present

Morton & Partners | Cape Town

- Improved patient flow by 25 through efficient greeting, welcoming, and directing of 50 patients daily.
- Increased special procedure bookings by 15 by effectively communicating pre-examination requirements to patients and wards.
- Maintained 99.8 accuracy in patient data entry, managing records for 200 patients weekly.

Nursing Assistant

Jun 2022 - Oct 2023

SCP Radiology | Cape Town

- Assisted in over 500 radiographic procedures annually, contributing to a 10 increase in department efficiency.
- Streamlined appointment scheduling process, resulting in a 30 reduction in wait times and a 95 patient satisfaction rate .
- Processed and balanced an average of R 14 000 in daily transactions with 100 accuracy, ensuring timely submission to head office.

Admin

Feb 2021 - Aug 2022

Edusphere | Cape Town

- Assisted with HR functions, including recruitment, onboarding, and employee record management.
- Supported administrative tasks, such as scheduling meetings, managing correspondence, and maintaining office supplies.
- Coordinated training and development programs for staff, enhancing overall employee performance.

Therapist

Jan 2019 - Dec 2021

The Counselling Hub | Cape Town

- Achieved a 40 increase in client goal attainment over a 6-month period using solution-focused brief therapy techniques
- Contributed to a 25 reduction in client relapse rates through development and implementation of a comprehensive aftercare program
- Maintained a consistent 95 compliance rate with documentation and reporting deadlines

Receptionist

Mar 2021 - May 2021

IGMI'S Express | Cape Town

- Implemented a new filing system that improved document retrieval time by 40, enhancing overall office organization
- Managed a multi-line phone system, efficiently directing calls and reducing hold times by 25 .

Admin

Jan 2017 - Jan 2020

Absolute Health | Cape Town

- Greeted and assisted over 50 patients and visitors daily, providing information and directing them to the appropriate departments, contributing to a 95% satisfaction rate in patient feedback.
- Scheduled and managed an average of 30 patient appointments per day, ensuring efficient clinic operations and reducing patient wait times by 20%.
- Handled administrative tasks, including filing and data entry, accurately managing over 500 patient records, which improved data retrieval speed by 15%

Media Monitor

Feb 2018 - Jul 2018

Newsclip | Cape Town

- Monitored various media channels for relevant news and information, compiling reports for clients.
- Analyzed media coverage to provide insights and recommendations for client strategies.
- Managed databases and ensured accurate and timely delivery of media monitoring reports.

General Sales

Jan 2013 - Dec 2014

Vodacom

- Provided excellent customer service, successfully resolving 95 of customer inquiries and issues on the first contact, contributing to a 30% increase in customer satisfaction ratings.
- Achieved monthly sales targets by selling over 150 mobile devices, accessories, and service plans, resulting in a 20 % increase in store revenue.
- Trained 10 new sales associates on product knowledge and sales techniques, improving their sales performance by 25 within their first three months.

Assistant

Jan 2008 - Dec 2013

Checkers | Cape Town

- Assisted customers with finding fresh produce, providing product information, and ensuring stock was rotated and displayed correctly.
- Maintained cleanliness and organization of the produce section, adhering to health and safety standards.
- Assisted in inventory management and restocking of produce items ensuring compliance.

Core Skills

Process improvement, Ability to multi-task, Compassionate, Reliable and dependable, Excellent communication skills, Strong interpersonal skills

Education

Oxbridge Academy

Diploma Human Resource Management

Lead Academy

Diploma HR, Bookkeeping and Payroll Management at QLS level 4

KEW Training Academy

Diploma Counselling and Child Psychology

Certificates

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

Chilton International

Edusphere Training and Development

Edusphere Training and Development

Certificate of PALS & ACLS

TeamHealth Institute