



# ABONGILE MAVUMA

Customer Service Consultant | Admin Assistant | Data Collector

Dedicated and goal-driven Admin Assistant with a year and five months of experience in the Healthcare Department. Adapt to managing high volume inquiries, and boosting customer satisfaction. Ready to leverage these skills in Administration.

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Northgate, Johannesburg

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## PROFESSIONAL EXPERIENCE

### Admin Assistant/Data Collector

#### Dr Ngwenya's Surgery

Port Edward, SA  
08/2022 – 03/2024

- Warmly welcomed 20-30 guests per shift and assisted promptly with high end professionalism.
- Maintained an organised, clean and professional work space and waiting area.
- Submitted a daily, weekly, monthly reporting on time with a weekly verification process of over 70 clients per week.
- Assisted with processing clients medical information, inputting data of over 280 clients Information accurately and efficiently.
- Collaborated with team members to ensure efficient data management.

### Data Capturer

#### Soka Mens Clinic

Port Shepstone, SA,  
02/2022 – 07/2022

- Accurately entered patient information into company databases.
- Collaborated as a team with Healthcare providers to ensure accurate documentation of patients visits.
- Provided administrative support to ensure smooth operations of the office by handling office equipment.

### Retail Assistant

#### Mr Price Fashion

Shelly Beach, SA  
03/2017 – 04/2018

- Delivered exceptional moments and services tailored to customers, ensuring that their needs were met.
- Sustained the visual appearance of the store.
- Actively Worked collaboratively with colleagues to meet sales objectives and achieve results through clear communication and teamwork.

EDUCATION

**MATRIC Completed,**  
Port Shepstone High School  
12/2016

**Fashion Design incomplete**  
Spero Villioti institute of  
fashion

Online Certifications  
CRM training-Dubsado  
Inbound Sales  
Training-HubSpot  
Social Media management  
certificate - Hubspot  
Academy  
TEFL Certification - Teacher  
Record  
Google Analytics– Analytics  
Academy

KEY SKILLS

- Customer Service
- Organisational Skills
- Detail-oriented
- Proficient in data entry with a keen eye for detail

ADDITIONAL SKILLS

- Fluent in English, Zulu and Xhosa
- Microsoft Office
- Google Spreadsheet
- Excel
- Strong communicator