

# REFILWE NKUNA

## BUSINESS MANAGEMENT & OFFICE ADMINISTRATION PROFESSIONAL

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Johannesburg SA, 0607907875, nkunarefilwe1@gmail.com

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### PROFESSIONAL SUMMARY

Diploma-qualified Business Management professional with over **3+ years of experience in office administration and business operations**. Experienced in documentation management, financial coordination, and structured office systems. Proven track record of improving administrative efficiency through organized workflows and accurate record management. Known for reliability, attention to detail, and maintaining efficient business operations. Combines strong administrative expertise with digital skills to support modern and organized workplaces.

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### KEY SKILLS

- Office Operations
  - Documentation Management
  - Record Keeping
  - Filing Systems
  - Workflow Coordination
  - Administrative Support
  - Invoice Processing
  - Payment Tracking
  - Financial Documentation
  - Website Development
  - Administrative Systems
  - Web Applications
  - Responsive Design
  - Organization
  - Attention to Detail
  - Time Management
  - Problem Solving
  - Communication
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### PROFESSIONAL EXPERIENCE

#### Office Administrator - Boston City Campus & Business College 4 years

- Managed administrative records and documentation
- Coordinated financial and administrative processes
- Maintained structured filing systems. Supported daily office operations
- Provided administrative support to staff and students

#### Achievements

- Maintained administrative documentation with approximately **95% accuracy**, improving reporting reliability
- Improved administrative workflow efficiency by approximately **25-30%** through structured office processes
- Reduced document retrieval time by approximately **40%** by implementing organized filing systems
- Improved record management systems, enabling faster access to important documents
- Supported financial coordination processes to ensure smooth daily operations

## **TECHNICAL SKILLS**

HTML | CSS | JavaScript | Firebase

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## **PROJECTS**

### **Office Record Management System**

- Developed a digital system to manage office records efficiently
- Features include adding, editing, deleting, and searching records

### **Business Website**

- Built a professional business website with responsive design

### **Professional Portfolio Website**

- Designed a structured portfolio to present professional experience and skills
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## **Education**

Diploma in Business Management - Damelin College

Debt Recovery Certificate - Boston City Campus

Full Stack Development - IT Varsity and FNB Academy

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## **REFERENCE**

Hosea Mamabolo, Senior Training Adviser, 0116404975, Boston City Campus & Business College Trevor Seale, Team leader, 011 640 4975 | 0722115928, Boston City Campus & Business College

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