

BOITUMELO MATATA

South of Johannesburg
061 677 6711 | katematata@gmail.com
Availability: Immediate

PROFESSIONAL PROFILE

Professional and well-presented Office Administrator / Receptionist with solid experience in front-desk operations, office coordination, customer service, invoicing, data capturing and general administration. Known for strong organisational skills, professionalism and the ability to manage multiple tasks efficiently in busy office environments.

KEY SKILLS & COMPETENCIES

- Front Desk & Reception Management
- Customer Service & Client Liaison
- Office Administration & Coordination
- Data Capturing, Filing & Record Management
- Invoicing, Quotations & Order Processing
- Diary Management & Scheduling
- Telephone & Email Correspondence
- Stock Control & Office Supplies Management
- Cash Handling & Retail Support
- MS Word, Excel & Outlook
- PASTEL | Shopify | Canva

PROFESSIONAL EXPERIENCE

Upmarket Scents

Operations / Office Administrator (6-Month Contract) | January 2023 – July 2023

- Managed daily office and retail administrative operations
- Processed customer orders, invoices, quotations and delivery documentation
- Maintained accurate customer records and stock databases
- Handled telephonic, WhatsApp and walk-in customer queries professionally
- Assisted management with filing, reporting and record-keeping
- Supported smooth coordination between retail floor and back-office operations

Nyalu Communications

Office Administrator | January 2019 – February 2021

- Provided front-desk reception and professional client service
- Prepared and issued quotations, invoices and client documentation
- Managed office emails, correspondence and filing systems
- Liaised with suppliers and internal departments
- Assisted with payment follow-ups and administrative reporting
- Supported daily office operations and management tasks

Iyaphanda Medical Supplies

Office Administrator (Part-Time) | June 2015 – November 2017

- Welcomed visitors and managed reception duties
- Answered and directed telephone calls and emails
- Scheduled appointments and maintained office diaries
- Assisted with invoicing, filing and document preparation

- Provided general office support and maintained organised records

EDUCATION

Postgraduate Qualification – Marketing & Business Management

Damelin College | 2015 – 2017

National Senior Certificate (Matric)

2012

REFERENCES

Available on request