

GERTRUDE PUMLA MASEKO

CURRICULUM VITAE

PERSONAL INFORMATION

062 772 3955

30 Malukazi street, Isipingo 4133 Durban

pumzielem@gmail.com

Nationality: South African | DOB: 23 June 1992 | Gender: Female | Languages: English (Fluent), Siswati (Fluent), Zulu (Fluent)

PROFILE

A dedicated and detail-oriented professional with a Diploma in Financial Management and hands-on experience in administration, reception, and customer service roles. Proven ability to manage data accurately, support office operations, and deliver excellent client service. Strong analytical, communication, and multitasking skills. Seeking to contribute to a dynamic organization where I can apply my administrative and financial knowledge to support business growth and operational efficiency.

EDUCATION

Barberton TVET College (Ehlanzeni TVET College)

Diploma in Financial Management | 2016 – 2017
N6 Subjects: Financial Accounting, Cost and Management Accounting, Entrepreneurship, Computerised Financial Systems

Sitintile Senior Secondary School

National Senior Certificate | 2006 – 2011
Subjects Included: Siswati Home Language, English First Additional Language, Accounting, Business Studies, Economics, Life Orientation

SKILLS

- Data Entry & Verification
- Document Management
- Customer Service
- Appointment Scheduling
- Medical Aid Claims Processing
- Bookkeeping & Invoicing
- Office Administration
- Financial Record Keeping
- POS System Operation
- Stock Management
- Multitasking & Prioritization
- Team Collaboration
- Communication Skills
- Attention to Detail
- Time Management
- Problem Solving
- Computer Literacy
- Microsoft Office Suite
- Confidentiality Management
- Sales & Client Relations

EXPERIENCE

Syntell Co

General Administrator | January 2024 – June 2024

- Performed accurate data capturing and verification to ensure integrity of company records.
- Managed high-volume document processing including printing, scanning, and correction.
- Supported administrative workflows to improve departmental efficiency.
- Maintained organized filing systems for easy retrieval of digital and physical documents.
- Assisted in quality control by identifying and resolving discrepancies in entered data.
- Collaborated with team members to meet daily processing targets and deadlines.

MAS4kids Africa

Receptionist | March 2023 – December 2023

- Scheduled and coordinated patient appointments using clinic management systems.
- Processed medical aid claims and ensured timely submission and follow-up.
- Managed surgery bookkeeping including balancing accounts and generating invoices.
- Arranged theatre bookings across multiple hospital facilities.
- Provided professional frontline customer service to patients and visitors.
- Maintained patient confidentiality and adhered to healthcare administration protocols.

DECLARATION

I hereby confirm that the information provided in this CV is true and accurate to the best of my knowledge. I consent to the processing of my personal data for recruitment purposes.

Mr Price Group

Credit Associate | November 2018 – October 2018

- Promoted and sold insurance and mobile data products to customers.
- Opened new customer accounts and ensured accurate data entry into systems.
- Processed sales transactions using POS systems and handled cash management.
- Assisted with merchandising and stock replenishment on the sales floor.
- Resolved customer queries related to credit and account services.
- Achieved sales targets through effective customer engagement and product knowledge.

REFERENCES

Shireen Mbetse | Processing Manager |
Syntell Co | 0713445113 | shireen@syntell.com

Muratuwa Dial | Office Muanager | MAS4kids
Africa | 0 6 4 3 6 3 0 8 4 3

Millicent Bhiya | Manager | Mr Price Group |
0836600164