Ndalammbi Sylvia Nemasisi

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ADRESS: No. 58 Monnikaasvoel Crescent, Elandspoort, Pretoria, 0183

PROFESSIONAL SUMMARY

Experienced and highly organized administration clerk with over 15 years sevice within the public sector at the department of health. proven expertise in hospital administration, patient services and supply chain support. Proven ability to manage front desk operations, patient records and office administration efficiently in a fast paced healthcare environment. Strong communication skills, attention to detail, and ability to handle confidential information with professionalism, highly organized reliable ,and able to perform effectively in high pressure environments.

Work Experience

Administration Clerk

Dr George Mukhari Academic Hospital – Ga-Rankuwa

February 2008 – September 2023

Key Responsibilities

PAIENT ADMINISTRATION

- Welcomed and assisted patients, and visitors and medical staff professionally
- Coordinate daily administrative operations within the unit
- Managed patient registration, admissions, discharges, Transfers and follow-up bookings
- Performed data capturing and ensured accuracy on internal systems
- Capturing of downtime files
- Managed and Maintained patient records and filling system in line with government regulations
- Answered and directed phone calls and handled public inquiries
- Managed office supplies and coordinated equipment maintenance
- Compiled daily reports and monthly statistics using spreadsheets
- Supported medical staff with administrative task
- Submitted patients files to medical records department daily
- Ensured compliance with confidentiality and hospital policies
- Contribute to efficient servive delivery in a high-volume environment

TRANSPORT DEPARTMENT

- Coordinated official transport requests for staff, patients, and departmental activities
- Scheduled vehicles and drivers according to operational needs
- Maintained vehicle logbooks, trip sheets, and transport records
- Monitored fuel usage, mileage, and vehicle service schedules
- Ensured transport requests were authorised and processed on time
- Liaised with drivers, departments, and service providers regarding transport arrangements
- Reported vehicle breakdowns, accidents, and maintenance requirements
- Assisted with monthly transport reports and record reconciliation
- Ensured compliance with departmental transport policies and procedures

In-servive Training

Dr George Mukhari Academic Hospital – Ga-Rankuwa

20 November 2007 – 20 December 2007

Key Responsibilities:

- Assisted with procurement processes and supplier coordination
- Handled quotation requests and bid documentation
- Recorded bids and quotations and ensured administrative compliance
- prepared reports meeting minutes and evaluation documents
- Ensured compliance with administrative procedure
- Submitted documentation for purchase order processing
- Engaged in supplier negotiations and feedback to internal units

Education

National Diploma in Public Management

Tshwane University of Technology

Completed: 2008

Skills

- Administration & Reception
- Ability to supervise daily
- Ability to work independently and take initiative

- Patient Registration & Appointment Scheduling
- Medical Record Management
- Patient Billing Classification
- Data capturing & reporting
- Customer service & strong communication
- Telephone etiquette
- Procurement & Supply Chain support
- • Strong Interpersonal & Communication Skills
- Knowledge of medicom and SAP system
- Problem solving skills
- Microsoft word, excel &outlook

PERSONAL ATTRIBUTES

- Professional and friendly
- Reliable and punctual
- Detail-oriented
- Able to work under pressure
- Strong interpersonal

REFERENCES

1. Mrs TE Ohabuenyi
   Supervisor
   Dr George mukhari academic hospital
   012 5293733/0631652814

2. Mrs Ngobeni
   Supervisor
   Dr George mukhari academic hospital
   0769045327 /0825098624