

# Banzikazi Madolwana

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## Objective

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Organised proactive Tourism Management graduate with strong experience in administration and reception. Adept at handling high-volume front desk environment, scheduling, customer service, and accurate data management. Recognised for excellent communication skills, professionalism and ability to work well under pressure.

## Experience

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- Dr PM Jada inc** June 2024 - November 2024  
Administration  
Answered calls  
Book appointment  
Manage Drs diary  
Do hospital slate  
Authorise patients  
Bill patients  
Remind patients of their appointments  
Cash up  
Order stationary
- East London museum** April 2024 - June 2024  
Receptionist (volunteer)  
Welcomed guests  
Answered calls  
Appointment bookings  
Monthly Report
- East London museum** October 2022 - January 2023  
Receptionist (in service training)  
Welcomed guests  
Answered calls  
Appointment booking  
Monthly statistics  
Weekly statistics

## Education

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- Buffalo City TVET College** 2019  
NCV level 4
- Walter Sisulu University** 2022  
Diploma: Tourism Management

## Skills

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- Office administration Reception and front desk management Microsoft Word Schedule and time management Customer Service Problem Solving Creative thinking Team collaboration

## Reference

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- **N Ritolili - "East London museum "**  
Custodian  
078 577 5380
- **G Morcom - "East London museum "**  
Director  
043 743 0686
- **S Mba - "Dr PM Jada inc "**  
Administrator  
043 4220454