[Full Name]

[Town/City, Province]
[Cell number]
[Email address]
[LinkedIn URL – optional]

PROFESSIONAL SUMMARY

Detail-oriented admin clerk with experience supporting office operations through accurate data capture, structured filing, reception and switchboard support, and customer-facing communication. Confident using MS Office (Word, Excel, Outlook) to manage records, format documents and track tasks. Known for neat administration, fast turnaround times and handling confidential information with care.

KEY SKILLS

- Filing systems (alphabetical, numerical, colour-coded) and document control
- Data capture and checking (accuracy checks, finding duplicates)
- MS Office: Word (formatting), Excel (basic formulas), Outlook (calendar and email)
- Reception and switchboard: screening calls, taking messages, transferring calls politely
- Scanning, photocopying, printing and binding documents
- Meeting support: agendas, minute-taking, attendance registers
- Customer service: walk-ins, email queries, staff in other departments
- Careful handling of personal information in line with POPIA
- Stock control for stationery and office supplies

WORK EXPERIENCE

Administrative Assistant (Temp) – [Company/Organisation], [Town/City]
[Month Year] – [Month Year]

- Captured and updated client and supplier details on spreadsheets, checking ID numbers and contact details before saving.
- Kept physical and digital filing up to date, scanning and naming documents the same way so the team could find them quickly.
- Supported reception by answering calls, transferring them to the correct extensions and writing clear messages.
- Prepared letters, invoices and basic reports in MS Word using templates and correct formatting.
- Helped with month-end admin by matching document packs (delivery notes against invoices) and flagging missing pages early.
- Ordered stationery, tracked usage and kept the admin storeroom tidy and labelled.

Admin Clerk / Front Desk Support – [School/Clinic/NGO/Small Business], [Town/City]
[Month Year] – [Month Year]

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- Welcomed visitors, managed sign-in procedures and directed clients to the correct departments.
- Updated registers and captured daily transactions and attendance in Excel, keeping an organised record of all changes.
- Typed and printed letters, memos and forms, and made sure the correct versions were filed and sent out.
- Booked meeting rooms, sent calendar invites in Outlook and prepared meeting packs (agenda, copies, attendance sheet).
- Handled confidential files responsibly by limiting access and storing sensitive documents securely.

Volunteer / Community Admin Support – [Organisation], [Town/City]
[Month Year] – [Month Year]

- Captured participant information from forms into spreadsheets and fixed incomplete entries by phoning participants.
- Created a simple filing index so staff could find documents quickly.
- Answered general email queries using professional templates.

EDUCATION

National Senior Certificate (Matric) – [School], [Town/City]
[Year]
Subjects: [Optional: Accounting, Business Studies, Computer Applications Technology]

CERTIFICATES

- Computer Literacy / MS Office – [Provider], [Year]
- Office Administration – [Provider], [Year]
- Customer Service / Call Handling – [Provider], [Year]

COMPUTER SKILLS

- Word: templates, headers and footers, tables, consistent formatting
- Excel: sorting and filtering, basic data validation, SUM and AVERAGE, basic charts
- Outlook: folders and basic rules, calendar scheduling, professional emails
- Teams/Zoom: meeting links, chat, file sharing

LANGUAGES

- English – [Proficient]
- [isiZulu/Sepedi/Xitsonga/Afrikaans/etc.] – [Proficient/Conversational]

REFERENCES

Available on request.

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