Nomsa Dlamini

East London, Eastern Cape
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PROFESSIONAL SUMMARY

Friendly, organised receptionist with 3+ years' front desk and administration experience in a busy office. Confident managing a multi-line switchboard, welcoming visitors, handling courier deliveries and supporting diary bookings for managers. Known for neat records, accurate message-taking and calm customer service under pressure.

KEY SKILLS

- Switchboard and call screening (transfers, message-taking, follow-ups)
- Visitor reception and client service
- Diary management and appointment bookings
- Email and front desk communication
- Filing, document control, scanning and data capture
- Meeting room setup and refreshments coordination
- Courier bookings and incoming/outgoing parcels
- MS Word, Excel, Outlook; basic reports and trackers
- Professional presentation and confidentiality

WORK EXPERIENCE

Receptionist – BayView Accounting Services, East London
May 2022 – Present

- Operate a multi-line switchboard, transferring calls to the correct departments and taking accurate messages when staff are unavailable.
- Welcome walk-in clients, confirm appointments and keep the reception area neat and professional.
- Maintain managers' calendars: book appointments, confirm meeting times and tell clients about changes promptly.
- Receive and log courier deliveries, notify recipients and prepare outgoing parcels with the correct documents.
- Capture client information and update spreadsheets and records so client queries and follow-ups run smoothly.
- Assist with general admin: printing, scanning, filing and preparing meeting rooms.

Front Desk Assistant (Temp) – GreenPark Medical Rooms, East London
Jan 2021 – Apr 2022

- Managed patient arrivals, explained basic process steps and directed visitors to the correct practitioner in a calm, respectful way.
- Booked and rescheduled appointments and communicated delays to reduce frustration

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and keep the waiting room moving.

- Handled incoming calls and email enquiries, passing urgent messages to the right staff member.
- Kept records neat and confidential, including scanning and filing documents in an organised system.

EDUCATION

National Senior Certificate (Matric) – 2019

CERTIFICATES

- Computer Literacy (MS Office Basics) – 2020
- Short Course: Customer Service Fundamentals – 2021

SYSTEMS AND TOOLS

MS Word, Excel, Outlook · Google Drive (basic) · Scanner/printer · Multi-line phone system

LANGUAGES

isiXhosa (home language), English (fluent)

REFERENCES

Available on request.

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