Nomvula Dube

Receptionist & Front Desk Coordinator

+27 73 456 7890 | nomvula.dube@email.com | Durban, South Africa

PROFESSIONAL SUMMARY

Friendly, organised receptionist with 4 years in medical and corporate front desks. Handles 120+ calls and 60 visitors a day, manages bookings for 8 practitioners, and keeps the reception area calm and professional.

WORK EXPERIENCE

Receptionist May 2022 – Present

Umhlanga Family Medical Centre, Durban

- Book appointments for 8 doctors using a practice management system
- Answer 120+ calls a day and route urgent cases to the nurse
- Verify medical aid details and take card payments
- Cut patient no-shows by sending SMS reminders the day before

Front Desk Assistant Jan 2020 – Apr 2022

Coastal Business Park, Durban

- Welcomed about 60 visitors a day and issued access cards
- Managed courier deliveries and boardroom bookings

EDUCATION

National Senior Certificate (Matric) 2014 – 2018

Durban Girls' High School

Certificate: Office Administration (NQF 5) 2019 – 2019

Durban College

CONTACT

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Durban, South Africa

SKILLS

Front desk · Switchboard · Scheduling · Customer service · MS Office · Payments · Mail & courier

LANGUAGES

English (Fluent)

isiZulu (Native)

Afrikaans (Basic)