

Alexandra Mafukidze

<https://www.linkedin.com/in/tanaka-mawire-a81ab51a6>

702 Al Zarooni Building, Al Barsha 1. Dubai, UAE
+971 523297081
alexandrafmafukidze@gmail.com



Admin Professional enthusiast with Personal Assistant/Secretarial, medical / legal Receptionist, Customer Service, and Financial Expertise.

QUALIFICATION SUMMARY

Seasoned professional with **extensive experience** in **administrative, secretarial, receptionist, customer-facing, personal assistant and financial management** roles. Adept at driving **organizational success** through **strategic goal-setting, team leadership**, and efficient operations. Proven ability to manage **complex administrative functions**, deliver exceptional **customer service**, and ensure **accurate financial transactions**. Committed to continuous improvement and fostering a collaborative, high-performing work environment.

KEY SKILLS

- | | | | |
|------------------------------|---------------------------|------------------------------------|-----------------------------|
| ✓ Office Management | ✓ Calendar Management | ✓ Customer Relationship Management | ✓ Cash Management |
| ✓ Schedule Coordination | ✓ Travel Arrangements | ✓ Conflict Resolution | ✓ medical billing processes |
| ✓ Data Entry | ✓ Correspondence Handling | ✓ Sales Support | ✓ confidentiality |
| ✓ Filling and Documentation | ✓ Minute Taking | ✓ Customer Feedback Collection | ✓ adaptability |
| ✓ Meeting and Event Planning | ✓ Telephone Etiquette | ✓ Active Listening | ✓ Invoice Processing |

RELEVANT PROFESSIONAL EXPERIENCE

Legal Secretary and Personal Assistant | Mazhetese and Partners, Zimbabwe June 2015 – September 2019

- Orchestrated daily administrative operations to ensure smooth workflow and efficiency.
- Oversaw the processing of **incoming and outgoing legal documents**, maintaining compliance with **court procedures**.
- Prepared and finalized various legal documents essential for court proceedings.
- Provided guidance and resolved queries from team members to enhance operational effectiveness.
- Filed and managed legal documents meticulously to **uphold confidentiality and compliance standards**.
- Assisted **colleagues with office-related inquiries**, facilitating seamless collaboration across departments.
- Ensured **timely communication and updates to clients**, fostering **strong relationships and client satisfaction**.
- Managed cash transactions and maintained accurate financial records to support efficient accounting practices.

Medical Receptionist | Tlhontho Medical Centre, South Africa February 2022 – October 2023

- Greet patients upon arrival, verify their information, and **assist with check-in procedures** by using **EHR Systems**.
- Maintain and update patient medical records, **ensuring accuracy and confidentiality, HIPAA compliance**.
- Handle insurance **verification, pre-authorizations, and claims submissions, medical insurance and billing processes**.
- Prepare and process patient invoices, collect payments, and manage **billing inquiries. Infection control** measures.
- Ensure all administrative activities comply with healthcare regulations and **maintain meticulous records for audits and inspections**.

Administrator and Customer Representative | Rhanzu Bakery, South Africa November 2023 – June 2024

- Handled cash transactions accurately and securely, ensuring adherence to **cash handling procedures**.
- Accepted payments from customers, processed **credit card transactions, and provided receipts. Product and service knowledge**.
- Ensured cash registers were balanced at the end of each shift, **reconciling discrepancies promptly**.
- Produced and baked a variety of bread, pastries, and desserts according to recipes and **quality standards**.
- Checked and restocked ingredients and supplies to maintain adequate **inventory levels (FIFO)**.
- Followed sanitation and hygiene protocols to uphold bakery **cleanliness and food safety standards**.
- Provided friendly customer service, assisted with product selection, and addressed customer inquiries and customer-centric mindset.

EDUCATION

Bachelor of Arts, Political Science | University of Zimbabwe

- Relevant Courses Completed:** Administration principles, Administrative Law, International Organizations, International Relations, Policy Formulation and Analysis, Principles and International Law, Project Planning and Management, International Peace and Security Studies, Contemporary Conflict Management.