

Contact

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Top Skills

Zulu
Xhosa
Data Entry

Languages

Xhosa (Native or Bilingual)
English (Full Professional)

Publications

Structure and Function of heuweltjies
across a rainfall gradient

Nozuko Mavuso

Team player and problem solver. Somewhat of a perfectionist.
Interest in general administration, translation, transcription, editing
and ecology?

Pretoria

Summary

Experienced Administrator with a demonstrated history of working in the services industry. Skilled in Negotiation, Customer Satisfaction, Quantitative Data, Numerical Ability, and Value for Money. Strong administration professional with a Master's degree focused on Conservation ecology from USB. Personally, I love helping people and causing them to sleep a little better at night. I easily respond to 'can you help me with...' My biggest achievement would be to share knowledge, information and experience with others, in a way that will make our lives run smoother, and be more peaceful. I enjoy reading quirky, humorous novels that have a sweet undertone.

Experience

GPAA (Government Pensions Administration Agency)

EB Administrator

May 2016 - Present (6 years 3 months)

- Effective management of internal customer complaints
- Maintaining some external customer relationship
- Adding new members of the pension fund
- Updating existing member information
- Processing of pension fund exit claims
- Drafting of internal and external communication
- Drafting agenda and meeting minutes
- Assist with testing system updates (Pension fund database)
- Creating and maintaining of files
- And more

Upwork

Freelance Translator

December 2019 - July 2022 (2 years 8 months)

South Africa

Please check my profile at:

<https://www.upwork.com/freelancers/~018f1fa826a561023c>

VA Connect

Virtual Assistant Team

August 2020 - June 2022 (1 year 11 months)

South Africa

Sanlam

EB Administrator

October 2013 - April 2016 (2 years 7 months)

Pretoria Area, South Africa

- Contributions Administration (Billings, reconciliation, manage and update workflow system, an update of client records, generate and send new membership certificates
- Bank accounts (monitor client bank accounts for incoming deposits, the empty bank account of contributions; make EFT payments, disinvestment)
- Late payment interest (generate and send off Section 13 A letters, receive and allocation late payment interest)
- Queries(handle queries from clients, internal departments, internal auditors, fund accountant
- Reports (generate and send off relevant reports

Lion of Africa Life Assurance Company Limited

EB Administrator

March 2011 - September 2013 (2 years 7 months)

Cape Town, Western Cape, South Africa

- Payroll administration (Billings, reconciliation, manage and update workflow system, update client records, generate ad send new membership certificates)
- Benefits Administration (Update register, document confirmation, verification, system processing, SARS application, payment advice, disinvestment, correspondence)
- Annual review (rate review, benefit statements, correspondence, reports)
- Monthly Controls (update contributions reports, update reinsurance reports, bank/system capturing, loading unit prices, Emp201s,)

Education

Stellenbosch University

Master's degree, Conservation ecology · (2008 - 2011)

