

VHELAPHI GEORGE MALULEKE

ADMINISTRATIVE SUPPORT | MEDICAL RECEPTION | DATA CAPTURE | CUSTOMER SERVICE

Cape Town, Western Cape

Email: vhelaphigeorgemaluleke@gmail.com

Portfolio: <https://vhelaphim23.dev/>

PROFESSIONAL PROFILE

Reliable administrative and customer support professional with 3+ years of combined work experience, including over one year in direct healthcare administration. Experienced in front desk reception, patient bookings, diary and calendar management, medical aid authorisations, telephone and email enquiries, accurate data capture, record keeping, file audits, spreadsheet tracking and confidential information. Known for attention to detail, organised follow-through and professional communication.

CORE SKILLS

Administration: Front desk reception; appointment scheduling; diary and calendar management; filing; document preparation; record management; telephone and email support; receptionist handovers.

Data and office tools: Accurate data capture and data entry; spreadsheet maintenance; Microsoft 365, including Excel, Word, Outlook and Teams; Google Workspace; PivotTables; lookup functions; charts; tables; Power Query basics.

Customer and operations support: Customer service; patient communication; medical aid follow-ups; stock checks; routine audits; process compliance; confidentiality; remote client support; WordPress support.

WORK EXPERIENCE

Executive Assistant / Administrator

Dr Lira Surgery | Polokwane, Limpopo

June 2024 - November 2025

- Managed front desk operations, patient bookings, diary and calendar scheduling, medical aid authorisations and telephone enquiries in a busy surgical practice.
- Prepared and maintained patient cards, digital documents, consultation logs, medical records and administrative files.
- Audited patient files and maintained clear physical and digital filing pathways.
- Tracked outstanding invoice pre-authorisations, followed up on unresolved items and created daily opening-and-closing checklists for receptionist handovers.

- Handled sensitive patient histories and private records in line with strict confidentiality standards.

Poultry Farm Assistant

TK Chicken N Eggs | Polokwane, Limpopo

February 2022 - June 2024

- Supported daily farm operations, feed-allocation audits and routine stock checks.
- Maintained accurate manual stock sheets and feeding logs.
- Followed structured hygiene, safety and stock-control procedures in a fast-paced working environment.

Freelance WordPress Web Support

Upwork.com | Remote

January 2023 - October 2023

- Updated WordPress websites, website text, images, contact directories and navigation menus for small-business clients.
- Organised digital information so that important business details were accurate and easy to locate.
- Communicated professionally with remote clients and delivered agreed work on time.

TRAINING AND PROFESSIONAL DEVELOPMENT

Self-directed BI and Data Analysis Study | 2026 - Present

Developing practical skills in Power BI, SQL, Excel and Python through independent, project-based learning.

Google AI Essentials Specialization

Google / Coursera | Completed May 2026

Independent Excel for Data Analytics Training | 2026

Formulas, lookup functions, tables, charts, PivotTables, Power Query basics and dashboard layouts.

EDUCATION

Computer Engineering Coursework

Cape Peninsula University of Technology

January 2026 - June 2026

Qualification not completed.

Physical Sciences Coursework Completed Through Final Year

University of Limpopo

2019 - 2021

Degree not completed.