

NANCY ZULU

Mobile:0979438185

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PROFESSIONAL SUMMARY

Organized, Motivated and detail-oriented professional with strong customer service and administrative experience gained in healthcare settings and strong transferable skills suited to a Receptionist role. Experienced in supporting day-to-day operations in busy clinical environments through accurate documentation, record management, client service, and coordination. Eager to apply organizational, communication, and clerical skills in an administrative setting while learning and growing within the role.

KEY SKILLS

- * visitor management and telephone etiquette
 - * Data entry and documentation
 - * Customer and client service
 - * Appointment scheduling and coordination
 - * Confidentiality and professionalism
 - * Communication and teamwork
 - * Time management and organization
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EXPERIENCE

Mazabuka General Hospital – Residency

- *Clinical Support (Administrative Exposure)
- * Assisted with patient registration and completion of standard forms
- * Maintained and updated patient records accurately and confidentially
- * Supported outpatient department administrative operations
- * Coordinated with staff to ensure smooth patient flow
- *Directed visitors and responded to inquiries professionally

CBTO Health Clinic

- * Documented and updated client records and documentation
 - * Assisted with scheduling patient visits and follow-up appointments
 - * Provided reception support and responding to basic inquiries
 - * Supported routine reporting through data entry and record checks
 - * Ensured confidentiality and proper handling of sensitive information With discretion
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EDUCATION

*Diploma in Clinical Medicine (General)

Chreso University

2018 – 2020

CERTIFICATIONS

- Certificate in Adolescent HIV Management
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PERSONAL ATTRIBUTES

- * Organized and reliable
 - * Willing to learn and adaptable
 - * Professional and responsible
 - * clear verbal and written communication skills
 - * Friendly and approachable
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REFERENCES

1)Florence Miyanda

0972761054.

2)Maureen Musabula

0973912285