



Zukiswa Mngxekeza

Patients Services Manager, Hotel Duty Manager,
digital transformation consultant, Author

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The author of "A Story of Love Art & Gemstones," published on Amazon and Draft to Digital

I have experience and skills in diverse sectors of the country's economy, particularly in the healthcare and hotel and leisure industries. I possess excellent training development and delivery skills and am proficient in understanding training requirements, as well as middle management processes. I am enthusiastic about people development, change management, and process improvement.

Social Media Marketing Specialist, utilizing my 5+ years of experience in creating and executing successful social media campaigns, developing engaging content, analyzing and reporting on campaign performance, and staying up to date with the latest trends and best practices in social media marketing. My goal is to increase brand awareness, engagement, and conversion rates while delivering exceptional results and exceeding goals for the company.

EDUCATION

Bcom Informatics

Unisa

January/2021 - December/2025

Matric

Ikamvalethu Finishing School

January/1995-December 1995

Facilitation & Training

ETDP SETA – NQF 5

January/2018-December 2019

Teaching English in Foreign Language

Teacher Record August/2023-

September2023

Accreditation Travel Specialist

Dep of tourism March

2024-April2024

Air Ticketing

TBO Academy

April/2024-April2024

EXPERIENCE

Patients Services Manager Busamed | 04/2020

- 06/2023

As a Patient Services Manager in a healthcare setting, my role was to ensure high-quality patient care and satisfaction.

My responsibilities included overseeing all aspects of patient experience within the healthcare facility, supervising and training staff members involved in patient-facing roles, serving as an advocate for patients, developing and implementing policies, procedures, and standards to maintain high- quality patient services, and optimizing patient flow processes to minimize wait times and improve efficiency.

In addition, I oversaw patient communication channels, including phone lines, email, and in-person interactions, handled patient complaints and grievances, ensured compliance with healthcare regulations, privacy laws, and accreditation standards related to patient services, and collected and analyzed data related to

In my position as a Patient Services Manager in the healthcare field, I implemented digitization to greatly improve efficiency and patient care. This involved enhancing availability of patient data, enabling improved communication via digital channels like SAP, Google, and Facebook, simplifying administrative tasks, providing online tools for patients, using data analysis for ongoing enhancement, and adhering to healthcare regulations and privacy norms. Overall, my digitization efforts enhanced patient services, leading to better quality care and increased patient satisfaction in our healthcare facility.

SKILLS

Leadership

Clear and effective communication

Making informed and timely decisions

Effective problem-solving skills

Strategic thinking

Conflict resolution

Emotional Intelligence

Team Building

Delegation

Ethical Leadership:

Adaptability

References

Pip Kruger – Netcare Sunninghill
Patients Liaison Manager
011806 1500(0827985267)

Caron Whateley Practice Manager
Busamed 0314921330

Denise Botha
Hospital Manger – Life Healthcare
0145977200

Ruan Van Der Merwe
Netcare – Head Office 0820436288

patient satisfaction, service utilization, and operational performance.

I also collaborated closely with clinical teams to ensure coordinated and integrated care delivery, provided patients with information and assistance regarding insurance coverage, billing inquiries, financial assistance programs, and payment options, and participated in community outreach programs, health fairs, and educational events to promote awareness of healthcare services and resources available to patients.

My duties and tasks

Supervising and upkeeping the DNYB Analysis of billing errors with suitable action strategies Ensuring SOPs are current & Educating employees.

Effective management of cancelled cases in clinical governance includes handling credit control queries related to debtors' age.

Experienced in set prices Communicating with Funders. Coordinating with physicians, handling reimbursements for private patients, overseeing the admissions department, and managing cases

Auth matching claims aids Case managers with updates – addressing case management questions Billings & aiding doctors with their deficiencies. Confirmations, pre-admissions, porters, and filing clerk for sessional rooms. Handle private book credit control and manage debtor's book. Familiar with medical aids protocols and knowledgeable about COIDA/WCA.

Netcare | 09/2009 - 04/2020

Netcare Sunninghill Hospital – Reception Manager

Promoted to Head Office to be a Regional SAP Facilitator

1. Simplifying SAP processes.
2. Implementing SAP throughout the organization.
3. Creating instructional content for SAP usage.
4. Educating employees on how to use SAP in plain language.
5. Using Mobill, billing software designed for theaters.
6. Teaching employees how to use the SAP ERP 6.0 system, specifically the ISH (Industrial Solution Healthcare) module.
7. Training UM's (university members) in pharmacy and stock management in the theater.
8. Assisting staff responsible for billing tasks.
9. Supporting managers of cases, front desk employees, confirmation clerk, and reception staff & managers of reception.
10. Being the primary support for users and recording sigma incidents.
11. Providing assistance during the training phase.
12. Creating standard operating procedures for users.
13. Training and evaluating users on SAP ISH.
14. Assisting in training small groups of 1-20 individuals.
15. Assisting end-users throughout the Go Live phase.

During my tenure as Hotel Duty Manager at Centurion Lake Hotel from January 2006 to August 2009, I leveraged digitization extensively to streamline operations and enhance guest experiences. Utilizing digital tools and systems, I optimized front desk operations, reservation management, and guest communication channels, ensuring efficient check-in/check-out processes and proactive guest service. By digitizing guest feedback mechanisms and operational workflows, I was able to swiftly address guest concerns, improve overall satisfaction levels, and maintain high standards of service delivery throughout the hotel. This approach not only facilitated smoother daily operations but also contributed significantly to the hotel's reputation for excellence in guest service during my tenure.

Hotel Duty Manager

Centurion Lake Hotel | 01/2006 - 08/2009 My

duties included:

As a Hotel Duty Manager, my job included a variety of tasks focused on ensuring the hotel runs smoothly and providing guests with great experiences.

Primary duties

1. Supervision of Operations: Responsible for monitoring the daily activities of the hotel, including the front desk, cleaning services, dining options, facility upkeep, and safety measures. I ensured that every department ran smoothly and up to the hotel's standards.
2. Guest Relations and Satisfaction: My role was vital in handling guest relations and guaranteeing high levels of guest satisfaction. This included attending to guest questions, issues, and grievances quickly and efficiently, while also putting in place strategies to improve overall guest satisfaction.
3. Supervision and Training of Employees: I oversaw and provided directions to staff in different departments, making sure they carry out their responsibilities well and follow hotel rules and protocols.
4. Front Office Management: I supervised front office tasks such as managing check-in and check-out, handling reservations, and interacting with guests. ensuring that the receptionists offer friendly and prompt service to guests and addressing any problems that may occur while they are staying.
5. Security and Safety: Ensured a safe and

secure setting for guests and staff is my responsibility. This included following security protocols, monitoring CCTV cameras, and

promptly handling any security incidents or emergencies.

6. Financial Management: helped and oversaw room rates, occupancy rates, and costs to guarantee profitability.

7. Crisis Management: During emergencies like fires, medical incidents, or natural disasters, my role involved organizing the hotel's response and prioritizing the safety and welfare of both guests and employees.

Assistance Front Office Manager Emerald Hotel & Casino Tsogo Sun 01/2003 - 08/2006

My duties included:

In my position as Assistant Front Office Manager at a hotel, my main responsibility was overseeing and assisting the front desk staff to guarantee smooth operations and top-notch guest service. Some of the main duties linked to your role consist of:

1. Team Monitoring: I Managed the front desk team, which included receptionists, concierge, and bell staff. My duties involved offering direction, instruction, and assistance to help team members carry out their tasks efficiently.
- 2 Guest Relations: I was integral in overseeing guest relations. I managed escalated situations and made sure guests received quick and satisfactory solutions to their issues or complaints.
- 3 Monitoring of Operations: This involves managing check-in and check-out procedures, assigning rooms, handling reservations, and ensuring compliance with hotel policies and guidelines.
- 4 Training and Development: involved in training and developing front desk staff by

offering coaching, feedback, and support to aid them in improving their skills and providing exceptional service.

5 Financial Management: I was responsible for overseeing financial operations in the front office department, including tracking room rates, occupancy levels, and revenue performance, maintaining precise billing, processing cash transactions, and handling petty cash.

Inventory Control: I helped with the management of inventory for front office supplies such as stationery, key cards, and other operational materials. in charge of keeping track of usage, ordering necessary supplies, and ensuring adequate stock levels are maintained.

Quality control: I focused on upholding excellence and neatness in the reception area

Hotel Guest Liaison Officer Levendome

Hotel

03/2000 - 12/2002

My primary duty was to interact with visitors and make sure they had an enjoyable experience. I greeted VIP guests myself, catered to their needs and preferences, and ensured they had a seamless experience.

Whenever a guest expressed dissatisfaction or a problem, I quickly and efficiently addressed it using my active listening, empathy, and

problem-solving abilities to ensure the matter was resolved without compromising the hotel's standards and policies.

I supervised VIP guest services as well, making sure that all their unique demands and plans were met to go beyond what they expected. This involved arranging unique services, upgrading rooms, booking dining options, and providing personalized activities.

Furthermore, I gathered and examined guest input from different sources, such as surveys, reviews, and direct interactions, to pinpoint areas needing improvement and develop plans to boost guest satisfaction.

I created and put into practice guest recognition programs to acknowledge and give incentives to loyal guests, frequent visitors, and VIPs. This involved providing tailored experiences, exclusive benefits, and keeping track of guest information. I also gave training and guidance to front-line staff so they grasped the importance of guest relations and had the skills to provide exceptional service. This involved training in communication, empathy, and problem-solving skills.

Effective teamwork with various hotel departments such as housekeeping, food and beverage, and front office was essential in guaranteeing smooth guest experiences. I organized unique events, parties, and guest engagements to improve the guest experience, including welcome gatherings, themed meals, and holiday events.

During emergencies or unforeseen circumstances, I was instrumental in managing crises to guarantee the safety and welfare of both guests and staff by maintaining transparent communication and offering necessary support. I represented the hotel as a brand ambassador, incorporating its values, mission, and service standards in all interactions with guests, aiming to create a positive experience.

Hotel Receptionist

The Commodore Hotel 05/1998 -

03/2000

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