

# BUSISWA MPUKWANA

Healthcare Administrator | Junior Administrator – Administrative Support

Midrand | 065 979 9715 | busiswampukwana@gmail.com

## CAREER SUMMARY

Results-driven Marketing Management graduate with a Digital Marketing certificate and practical administrative experience gained through a Professional Education role at Johnson & Johnson. Skilled in administrative support, records management, reporting, and stakeholder communication within regulated corporate environments. Demonstrates strong organisational skills, attention to detail, and the ability to support cross-functional teams while maintaining compliance and confidentiality. Currently seeking an internship or junior administrative role to contribute to operational efficiency and professional excellence.

## CORE COMPETENCIES

- Administrative support and office coordination
- Records management and document control (electronic & manual)
- Filing systems and information retrieval
- Stakeholder communication and service support
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Compliance awareness and confidentiality handling
- Marketing management and digital marketing fundamentals
- Problem-solving, adaptability, and strong communication skills
- Management of executive diaries.

## PROFESSIONAL EXPERIENCE

**Johnson & Johnson** – Professional Education Administration (Mar 2025 – Feb 2026)

- Delivered comprehensive administrative support to Professional Education and internal business teams, enabling timely execution of programs and business initiatives
- Maintained and organized digital records, filing systems, and documentation in strict compliance with internal policies, enhancing accuracy and audit-readiness
- Prepared and consolidated reports, schedules, and tracking documents to provide stakeholders with clear, actionable insights for project decisions
- Coordinated communication between internal teams and external healthcare professionals, ensuring prompt information flow and strengthening professional relationships
- Managed event administration (scheduling, logistics, and documentation) to support smooth delivery of training and meetings
- Ensured accurate data capture and consistent record-keeping across systems, improving data reliability for reporting and operational
- Contributed to a customer service improvement project by performing data cleaning in Salesforce and Excel, increasing data quality and usability for the support team
- Management of executive diaries to Professional Education Team, I assist in multiple diary management to improve efficiency and effectiveness.

**IIE Rosebank College** – Internal Communications & Marketing Portfolio (Jan – Dec)

- Assisted with administrative coordination of campus initiatives and events
- Compiled activity, attendance, and event reports for campus management
- Maintained structured digital filing systems for SRC documentation
- Liaised with students, staff, and management to support effective communication
- Supported internal teams through scheduling, documentation, and coordination tasks
- Communicated with marketing teams via weekly emails, monthly calls, and quarterly meetings

## EDUCATION

**Diploma in Commerce (Marketing Management)**

IIE Rosebank College | 2022 – 2024

**Digital Marketing Certificate**

IIE Rosebank College | 2022

## **CERTIFICATIONS & COMPLIANCE TRAINING**

- SAMED Certificate – Medical Device Code of Ethical Marketing and Business Practice
- Records and Information Management
- Information Security Training
- Messaging and Email Policy

## **REFERENCES**

Natasha Bailey – 082 416 1261

Lesly Hughes – 083 842 4893

Roxann Moodley – 083 361 9654

Lesego Thobye – 072 424 1783

Mpho Patane (Executive Assistant) – 081 727 2290