

KGOPOTSO MALOPE

Stand No. R044, Mogaung, Groblersdal 0470 | 076 921 8079 | kgopomalope9@gmail.com

PROFESSIONAL SUMMARY

Public Management graduate with three months of practical experience in hospital administration. Experienced in patient admissions, registration and discharges, records management, data capturing, and front-line communication in a busy healthcare environment. Familiar with public-sector principles, Batho Pele principles, POPIA-related confidentiality requirements, and administrative processes. Seeking an entry-level role in public administration, hospital administration, or municipal services.

CORE SKILLS

- Public administration and governance
- Office administration and records management
- Patient admissions, registration and discharges
- Data capturing and report writing
- Patient records and confidential information handling
- Medical aid verification and billing-query support
- Emergency call logging and incident-detail capturing
- Ambulance movement records, response times and trip sheets
- Vehicle logbooks, fuel records and equipment checklists
- Microsoft Word, Excel, PowerPoint and Outlook
- Customer service and front-desk communication

WORK EXPERIENCE

Administrative Clerk | Groblersdal Hospital

1 July – 1 October (year not specified in the original CV)

- Assisted with patient admissions, registration and discharges, ensuring accurate data capturing.
- Maintained confidential patient files and records in line with POPIA requirements and hospital protocols.
- Provided empathetic front-desk support to patients, families and visitors.
- Assisted with medical aid verifications and billing queries.
- Supported compliance with Batho Pele principles and customer service standards.
- Logged emergency calls and accurately captured patient and incident details.
- Recorded ambulance movements, response times and trip sheets in support of the dispatch team.
- Maintained vehicle logbooks, fuel records and equipment checklists.

EDUCATION

Diploma in Public Management | Walter Sisulu University | 2025

National Senior Certificate (Grade 12) | Makwetle Senior Secondary School | 2021

LANGUAGES

English, Sepedi, Setswana and isiXhosa

REFERENCES

Miss Makaba – HR Manager, Groblersdal Hospital | 081 330 9339

Miss Willie – Work Integrated Learning Coordinator, Walter Sisulu University | 083 585 0115

Miss Charlotte – EMS Station Manager | 064 999 4440