

Boitumelo Lilian Msiza

Pretoria

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Objective

A results-driven and detail-oriented Internal Communications Specialist with extensive experience in employee engagement, content creation, and strategic communication management. Adept at developing and executing internal communication strategies that align with organisational objectives and enhance employee morale. Possesses strong skills in project management, stakeholder relations, and event coordination, with a proven ability to optimize communication platforms and tools. Seeking new growth opportunities where I can leverage my expertise to drive internal communication excellence and contribute to organisational success. Willing to relocate for the right opportunity.

Personal Details

- Languages : English, Setswana, Sepedi
- Driver's License : Code 8
- Willing to Relocate : Yes

Education

- **University of South Africa** InProgress
Diploma in Marketing Management
- **Wits University** 2015
Certificate in Advance Radio
- **Cambridge** 2013
Teacher Knowledge Test
- **Rhodes University** 2011
Bachelor of Arts
- **Hatfield Christian School** 2006
Grade 12

Experience

- **First Rand Assurance (FNB)** - Current
Internal Communications Specialist
Notice Period: One Month
Duties:
 - **Developing communication strategies**
 - Create and implement comprehensive internal communication plans that support the organization's objectives.
 - Design strategies to enhance employee engagement, morale, and alignment with company values.
 - **Content creation and management**
 - Write, edit, and distribute content for various internal channels (e.g. newsletters, intranet, emails, memos).
 - Ensure all communications are clear, consistent, and aligned with the company's brand and messaging guidelines.
 - **Channel Management**
 - Oversee and maintain internal communication platforms such as intranet sites and digital signage.
 - Evaluate existing channels and propose new tools or methods to improve communication effectiveness.
 - **Employee Engagement**
 - Implement initiatives to promote a positive organizational culture and improve employee satisfaction.
 - Coordinate events, town halls, and meetings to facilitate open dialogue and transparency.
 - **Feedback and Measurement**
 - Collect feedback from employees to gauge the effectiveness of communication efforts.
 - Analyse metrics and data to measure the impact of internal communications and adjust strategies as needed.
 - **Collaboration and Liaison**

- o Partner with Human Capital, Marketing, and other departments to ensure alignment of messaging, campaigns and initiatives.
- o Serve as a liaison between senior leadership and employees, conveying key messages and updates.

Reason for Leaving: Seeking growth and new opportunities

- **ASI Financial Services** 2 Years - 4 Months
Wellness Coordinator

Duties:

Communications and stakeholder relations

- o Communications/Stakeholder Relations
- o Create communications content (Employee Wellness and Financial) on behalf of the organisation, clients and other stakeholders
- o Distribute content and promote the organisation's brand
- o Handling external and internal communication
- o Interact with the Business Unit Leaders, Clients and Stakeholders and carry out requests

Project Management and Event coordination

- o Organizing, arranging and coordinating employee wellness meetings
- o Draft, format and print relevant documents for client engagements
- o Work effectively within a pre-determined budget.
- o Comply with stock control measures and requirements, including ordering stock
- o Ensure compliance to quality programs and conduct internal quality assurance
- o Conduct client and External environment audits.
- o Create a wellness events calendar for all respective client engagements, to ensure all due dates are met and deliverables are tracked

Report collection, interpretation and consolidation

- o Provide reports on project progress as well as problems and solutions
- o Attend to the resolution of members and/or employer queries
- o Escalate complex queries to your supervisor as soon as possible
- o Ensure all respective reports are submitted/received ahead of time
- o Identify, analyse and interpret trends or patterns of collated reports
- o Acquire data from all respective stakeholders in order to maintain data integrity in your consolidated reports

Lead generation and pipeline prospecting

- o Develop and implement databases/tools, data collection systems to optimize efficiency and quality of reports
- o Identify prospective business opportunities or clients

Cross-selling

- o Ensure clear, effective and professional communication to prospective clients in relation to offerings
- o Assist with closing the prospective client
- o Identify cross selling wellness opportunities within the existing client base

Reason for Leaving: Seeking stability and growth

- **Bestmed Medical Scheme** 2 Years - 4 Months
Communications Specialist

Duties:

- o Manage internal communications output.
- o Prepare strategic communication plan for Bestmed.
- o Editing and proofreading of content received from different areas of business to be distributed to all staff.
- o Play a leading role in introducing Brand Guardianship program which aims to educate staff about the Bestmed brand and to find ways to uplift the brand internally.
- o Support internal events, arrange schedules, venues, technology, catering, communication, post-event surveys.
- o Ensure communication strategy is consistent and reflects the Bestmed's strategic vision.
- o Inform enior and executive managers on internal communications issues or challenges that need to be addressed
- o Conceptualise, design, implement, execute and measure a brief/project from business owner and brief relevant stakeholder eg. creative agency and suppliers
- o Regularly interact with contracted Creative Agency's account executive on projects.
- o Put together a brief document to provide agency with the project requirements and provide sign-off.
- o Manage metrics tracking and evaluation for communications programs.

Reason for Leaving: Seeking stability and growth

- **Bestmed Medical Scheme** - 1 Year
Events and Branding Specialist

Duties:

- o Administrate and control all promotional, collateral and branding items related processes and procedures.

- Handling supplier contracts
- Ensuring that the correct branding is available at all external and internal events
- Sourcing the latest promotional items and outdoor branding
- Ensuring that the branding and promotional needs of the company are met.
- Ordering promotional items for events, workshops etc.
- Liaise with executive staff, managers and general staff about what promotional items are needed in their departments and come up with new and innovative ideas for latest promotional items on the market.
- Organise the branding at events and also ensure that a branding plan for every event is done ahead of the event.

Reason for Leaving: Promotion

- **Jacaranda FM** - 1 Year
Marketing and Events Coordinator

Duties:

- Updating of the marketing departments promotions and events calendar.
- Ordering of corporate gifting and working with suppliers to ensure efficient ordering and delivery.
- Responsible for getting quotes (at least 3 different quotes) and going through these with the Marketing manager before final decision for ordering is agreed upon.
- To generate PO (purchase order numbers) for invoicing and ensure timeous follow-ups with finance department and suppliers.
- Process late Invoices and sending POP's (proof of payment) to suppliers
- To ensure new suppliers fill in the required vendor registration forms and forward them to the finance department to capture their details.
- To ensure that stock taking of corporate gifts is done regularly.
- In-charge of ordering and distribution of corporate clothing to staff and new joiners.
- Responsible for receiving, storing and distributing tickets for sporting games as well as any other station related events.
- Responsible for drawing up a recon of all the tickets received.

Reason for Leaving: Career advancement

- **Education First, Shanghai** - 3 Years
Online English Teacher

Duties:

- Teaching English as a foreign language.
- Editing and proofreading students' written submissions.

Skills

- Excellent communication skills (Verbal and Written)
- Staff Development
- Time management skills
- Implementation Management
- Data Analysis, Report Writing
- Business Consulting, Business Management
- Social Media Management, Production Management
- Maintenance Planning, Quality Management

Computer Skills

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Project
- Microsoft Outlook

Reference

- - Available Upon Request