

PAMELA GIJIMA

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SUMMARY

Highly organized and results-driven professional with more than 5 years of experience in operations, administration, and finance within educational and non-profit sectors. Proven ability to manage complex tasks, optimize workflows, and support financial management with attention to detail. Skilled in operational efficiency, budget management, and cross-functional collaboration, with a strong commitment to improving organizational outcomes.

PROFESSIONAL EXPERIENCE

Operations Associate: Kgololo Academy: Jan 2019 - Jan 2025

Operational Oversight: Streamlined daily operations, supporting over 18 staff and 200 students by managing logistics, reporting, and resource allocation.

Process Improvement: Developed and implemented new administrative procedures, reducing task completion time by approximately 20% and enhancing workflow efficiency.

Leadership Support: Assisted school leadership in planning and executing key school events, such as open days, parent-teacher conferences, and graduation ceremonies, by coordinating logistics, managing resources, and ensuring smooth event operations

Resource Management: Coordinated procurement and inventory, ensuring supplies were available and reducing operational costs by 30% through improved tracking and vendor management.

Stakeholder Collaboration: Facilitated communication between school leadership, parents, and external partners, improving response times and fostering a supportive environment.

Administrative Assistant: Kgololo Academy: Jan 2017 - Dec 2018

Office Administration: Managed scheduling, document handling, and office communications for the team, ensuring streamlined operations and efficient information flow.

Document Management: Organized and maintained digital and physical records, improving accessibility and reducing retrieval times by 25% through optimized filing systems.

Internal Communications: Acted as the primary point of contact for administrative inquiries, handling a high volume of requests and ensuring quick response times.

Project Coordination: Assisted with project planning and logistics for school events and activities contributing to an enhanced

student and staff experience.

Finance Officer (Part-Time) KHAPI: Sep 2022 - May 2023

Financial Reporting: Maintained accurate and up-to-date financial records, ensuring adherence to USAID reporting standards and audit compliance.

Budget Management: Processed advance requests, invoices, and expense reports, helping to monitor a project budget of approximately R1,2 Million.

Cost Analysis: Conducted monthly budget reviews and cost analyses, identifying potential savings and contributing to a 20% improvement in financial efficiency.

Compliance & Accountability: Ensured project expenditures were compliant with USAID regulations, achieving 100% audit compliance and improving financial transparency.

Story Exchange Associate: Narrative 4 (Part-Time)

Program Coordination: Set and managed weekly objectives for story exchange sessions, developing outlines and facilitating engagement across diverse participant groups.

Report Generation: Compiled and analyzed weekly reports on program impact and participant feedback, delivering actionable insights to support program improvements.

Participant Engagement: Fostered an inclusive, empathetic environment by supporting participant led storytelling sessions, increasing engagement rates by 30% through effective communication and facilitation.

Cross-Functional Collaboration: Worked closely with the program director, and other associates to refine session content and enhance participant experience.

EDUCATION

Alison Education Platform

Diploma in Business Administration

Developing Quality Customer Service Skills-Certificate

Diploma in Operations Management

WITS Business School

*Independent Schools Leadership Development (ISLD
1 WBS)*

Richfield College

N3 Business Administration

CORE COMPETENCIES

Operations Management: Workflow Optimization, Resource Allocation, Inventory Management, Procurement

Financial Management: Budgeting, Financial Reporting, Compliance, Cost Analysis **Administrative Support:** Office Administration, Document Management, Scheduling, Stakeholder Communication

Program Coordination: Participant Engagement, Activity Planning, Report Generation, Cross functional Collaboration

Interpersonal Skills: Team Collaboration, Leadership Support, Effective Communication, Empathy

REFERENCES

Available Upon Request