

Khanya Mbuqwa

Executive & Operations Assistant | Office & Facilities Administrator | Remote Administrative Professional

East London, South Africa | +27 76 319 8983 | khanyambuqwa111@gmail.com

LinkedIn: www.linkedin.com/in/khanya-mbuqwa-6499901a9/

Professional Summary

I am a Strategic and results-driven Executive & Operations Assistant with extensive experience supporting senior leadership, managing high volume administrative functions, and optimising operational workflows across corporate, municipal, and remote environments. I have been recognised for improving efficiency, enhancing stakeholder communication, and ensuring compliance. I am skilled in calendar management, travel coordination, procurement, financial tracking, and process optimisation to enable executives to focus on strategic priorities.

I have also been recognised as the Most Outstanding Social Outreach Representative, which reflects my compassion, strong interpersonal skills, and ability to collaborate effectively within diverse teams. This role has strengthened my emotional intelligence, enabling me to navigate complex stakeholder dynamics with empathy and professionalism. I bring this same commitment to supporting leadership teams, fostering a cohesive workplace culture, and ensuring executives can focus on achieving strategic priorities.

Core Competencies

- Executive Support & Administrative Management
 - Calendar, Travel & Meeting Coordination
 - Office & Facilities Administration
 - Vendor Management
 - Procurement Oversight
 - Budgeting & Financial Oversight
 - Risk & Compliance Awareness
 - Process Improvement & Workflow Optimisation
 - Document & Data Management
 - Event & Conference Planning
 - Remote Work & Collaboration Tools (MS Office Suite, Google Workspace, Zoom, Teams)
-

Professional Experience

Executive & Operations Assistant

Martinrea International Inc – Supplier to Mercedes-Benz | East London, South Africa

Mar 2024 – Present

- Deliver high-level executive support, managing complex schedules, multi-time-zone coordination, and confidential communications for senior leadership.
- Lead operational initiatives including procurement, vendor management, and process improvement projects, improving efficiency by 20% and ensuring adherence to corporate policies.
- Plan, execute, and oversee corporate events, meetings, and international executive travel, ensuring seamless delivery and stakeholder satisfaction.
- Track budgets, reconcile petty cash, and prepare detailed financial reports to enhance transparency, inform strategic decision-making, and support audit readiness.
- Develop and maintain comprehensive reporting dashboards to monitor KPIs, streamline operational workflows, and provide actionable insights to senior management.
- Coordinate cross-functional projects, liaising with internal teams and external stakeholders to ensure timely completion, risk mitigation, and compliance with regulatory requirements.
- Implement process standardization initiatives, reducing administrative inefficiencies by 25% and aligning operational procedures with best practices for corporate governance.

Remote Administrative Assistant

Cedar Bridge Consulting Group – California, USA (Remote)

Apr 2021 – Dec 2024

- Managed the executive's calendar and scheduling using Google Workspace ensuring meetings with U.S. clients and international partners didn't overlap.
- Handled email management daily, flagging urgent client messages for early response.
- Coordinated travel logistics (domestic U.S. and international).
- Prepared meeting briefs and follow-up notes in Google Docs and shared via Google Drive.
- Supervised LinkedIn content, scheduled posts, tracked engagement, and organized feedback.
- Supported potential expansion into Instagram, Facebook, and newsletters through drafting and editing social media posts, newsletters, and presentations
- Tracked key projects, deadlines, and deliverables to ensure everything stays on schedule
- Processed invoices and payment tracking for client sessions via Excel/Google Sheets and QuickBooks.
- Assisted in planning webinars, virtual events, and workshops
- Relieved with family scheduling, event coordination, and research for travel or vacations
- Provided comprehensive support to streamline personal and professional activities

Facilities & Administration Coordinator

Buffalo City Metropolitan Municipality | East London

Jan 2021 – Feb 2024

- Provided executive support to senior leadership, ensuring smooth office operations.
- Supported with HR and finance functions, including payroll support and supplier invoicing.
- Maintained accurate records for 2000+ municipal vehicles, ensuring zero lapses in licensing, permits, or insurance renewals
- Liaised with 30+ service providers to coordinate repairs and maintenance, achieving 85% vehicle uptime rate
- Generated service quotations and followed up with customers to ensure timely feedback

- Developed a monthly reporting process that cut reporting time by 40% and improved decision-making for fleet managers
- Assisted with procurement, invoice processing, and PO generation for an annual budget exceeding R1.5M
- Implemented a digital filing system that improved retrieval time of vehicle records by 60%
- Created a centralized vendor contact playbook, streamlining procurement communication and cutting response time by 40%

Administrative & Training Support Assistant

Otab Wealth Development Consultants | Bisho

Jan 2015 – Dec 2017

- Aided delivery of 10 accredited training programs, ensuring full regulatory compliance.
 - Processed stipends for 150+ learners with 100% accuracy.
 - Prepared tenders and cost projections for bids exceeding R500,000.
 - Directed community outreach initiatives and operational documentation.
-

Education & Certifications

Bachelor of Social Science – Organizational Psychology & Industrial Sociology

University of Cape Town | 2017 – 2020

Additional Training:

- HR Compliance, Financial Administration & Advanced MS Office – Milpark Education (SAQA Accredited, 2023–2024)
-

Key Achievements & Strategic Impact

- Coordinated 50+ international executive trips and high-level meetings with zero scheduling conflicts.
 - Improved expense verification process
 - Planned and executed 30+ corporate and public events for 2,000+ attendees with 95% satisfaction.
 - Recognised for cross-functional collaboration, operational problem-solving, and implementing process improvements that enabled strategic decision-making.
-

Leadership & Community Engagement

- Mentor for early-career professionals navigating administrative and operational roles.
- Volunteer project advisor, improving operational processes for local non-profits and community initiatives.
- Guest speaker on remote work efficiency and executive administrative best practices.