

NADIA MUKADAM

CONTACT



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RELEVANT WORK

June 2011 – January 2012

- Continuing Education at the University of Pretoria
Short Course Marketing Assistant; Front desk receptionist

August 2015 – November 2016

- Nelson Mandela Metropolitan University EAS Coordinator; Admin Assistant

January 2017 – Current

- International Open University (part-time)
Secretary to Management Committees; Assistant to the DTL

February 2018 – November 2019

- Nelson Mandela University
Media and Admin Assistant; Coordinator; Content Editor

February 2020 – November 2020

- Nelson Mandela University
Research and Administrative Assistant; Media Team Coordinator; Content Editor

April 2021 – Current

- Nelson Mandela University
Research Assistant

SKILLS

- Administration
- Research
- Marketing
- Event co-ordination
- Editing
- Writing
- Project coordination
- Social media campaigning

EXPERIENCE

Higher Education Expertise

- Project Administration on the English for Academic Studies (EAS) pilot course at NMU
- Knowledge of online and blended learning environments (eg. ITS, Moodle and clickUP)
- Good understanding of Higher Education policies and procedures
- Stakeholder communication re course queries on all media platforms
- Responding to all course-related queries electronically, telephonically, or directly
- Marketing of courses electronically, telephonically and directly
- Short course coordination and administration
- Development and maintenance of a responsive online presence for Short Courses
- Liaising with and securing academic personnel to manage courses
- Researching policies with the goal of developing guidelines and checklists for the effective functioning of short courses and learning programmes

EDUCATION

Nelson Mandela University

- BA Hons: Applied Language Studies (Cum Laude)

University of Pretoria

- BCom: Marketing Management with specialisation in Communication Management and Business Management

Nelson Mandela University

- Effective Office Administration
- Beginner Conversational isiXhosa
- Introduction to HTML & CSS
- Advanced Web Design
- Scholarship of Teaching and Learning (SoTLC) workshops attended:
 - Technologically-supported teaching & learning in a blended framework;
 - Academic Literacies in Teaching and Learning;
 - Authentic assessment of student learning; o Teaching, learning and assessment in large classes;
 - Integrating multilingualism in Teaching and Learning
 - Understanding higher education curricula and the development of responsive curricula

- Compiling reports and feasibility studies with regards to courses in higher education
- Assisting with the research and re-orientation of online programmes
- Collation and compilation of accreditation applications and re-orientation efforts
- Coordination of RPL (Recognition of Prior Learning) and credit transfer applications
- Budget management including sourcing quotes, generating purchase orders and processing payments through the ITS system
- Assisting with conducting and organising various workshops on Humanising Pedagogy across all NMU campuses, for staff and students

Research, Writing and Communication

- Research and writing of articles published in various print and digital publications, including local newspapers, the SAIPA TECHNews Magazine, NMU's T&L website, BEIGEWUM and ACCORD online
- Drafting memoranda, editing and proofreading documents, reports and other written communication
- Assisting with and responding to delegates as client services consultant, and event coordinator
- Proofreading all outgoing communication regarding company image in local media, online, and relevant stakeholders
- Interviewing and liaising with academic staff and students
- Web page content creation and management
- Video content editor for website and social media pages

Secretarial and Organisational

- Event co-ordination activities including function management, logistics, procurement, venue and equipment bookings, and guest requests
- Secretarial duties including reception, banking, logistics of business trips and presentations
- Administrative functions including minutes and report compilations
- Ensuring Client Service Centre is orderly, information readily available
- Managing schedule, minute-taking, and responding to communication on behalf of Manager and Executive Secretary
- Creating and compiling comprehensive database of past clients
- Co-ordination and processing of RPL applications and university membership organisations
- Assisting with the management and co-ordination of LT Symposium, Humanising Pedagogy workshops across all NMU campuses
- Co-ordination of online workshops in curriculum development
- Secretary to the TLC at IOU - documentation and recording, organizing online meetings, distribution of agenda and minutes

