Megan Lodewyk

HUMAN RESOURCES | OPERATIONS | CLIENT SUPPORT

Cape Town, South Africa | meganlodewyk261@gmail.com

PROFILE

HR administration and operations professional with five years of remote working experience and a background in employee support, scheduling, customer contracts and client coordination. Brings clear communication, accurate records and reliable follow-through to international teams.

PRIMARY EXPERIENCE

Human Resources Assistant - BoxBrownie.com

Remote | 2024-2026

Coordinated employee records, attendance and leave administration. Supported recruitment and onboarding; reviewed timekeeping discrepancies and prepared operational reports.

Contracts Administrator - Babble Cloud

SaaS and telephony | 2023-2024

Coordinated customer contracts and Account Executive follow-ups. Supported cancellations, fee calculations and billing-dispute resolution.

Helpdesk Team Leader / Bank Card Dispute Consultant - Capitec Bank

Two successive roles | 2018-2023

Led 10+ helpdesk technicians, handled service escalations and later investigated card disputes, maintaining accurate case records and customer communication.

PART-TIME EXPERIENCE

Disposition Manager - Fast Cash Offer U.S.

Part-time | Remote

Supported the CEO and coordinated transaction communication, documentation and deadlines with sellers, brokers and title teams.

Nursing Coordinator - Dropstat

Part-time | Remote

Coordinated nurse schedules, shift assignments, availability and coverage changes for U.S. night-shift operations.

SKILLS AND TOOLS

HR records | Onboarding support | Scheduling | Client communication | Contract administration | Reporting
Excel and Google Sheets (PivotTables, VLOOKUP/XLOOKUP), Microsoft 365, Google Workspace, DeskTime, HubSpot, Slack, Notion and basic Power BI.

EDUCATION AND TRAINING

Diploma in Human Resources Management - Oxford Home Study
Diploma in Social Media and Digital Marketing - Upskillist
Banking and Finance Certificate - Bank SETA
Certificate in Office Administration - Cape Peninsula University of Technology