NOMUSA DLAMINI

[Cell number]
[email@example.com]
Johannesburg, Gauteng

PROFILE

Reliable entry-level administrator with customer service experience from part-time retail work. Comfortable capturing data, handling queries professionally and using MS Word and Excel. Looking for a junior admin role where I can support a team with accurate paperwork and friendly service.

KEY SKILLS

- Administration: filing, scanning, data capturing
- Customer service (in-person, phone, WhatsApp)
- MS Office: Word, Excel, Outlook
- Accurate record-keeping and attention to detail
- Teamwork and time management

EXPERIENCE

Sales Assistant (Part-time) – [Retail Store], Johannesburg
Nov 2023 – Jun 2024

- Helped customers with product questions and handled returns according to store process.
- Captured basic sales details and supported daily stock checks.
- Kept the floor tidy and assisted during busy weekend periods.

EDUCATION

National Senior Certificate (Matric) – [School Name], Johannesburg
Completed: [YYYY]

- Subjects included English, Mathematical Literacy, Business Studies

COURSES

- Introduction to Microsoft Excel (online) – Completed
- Customer Service Basics (workshop) – Completed

REFERENCES

Available on request.

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