[Your Full Name]

[Cell number]
[Email address]
[Suburb, City]
[LinkedIn URL – optional]

Profile
Detail-focused customer service professional with [X] years' experience in cash handling and front-line service. Confident with daily cash-ups, card transactions, resolving customer queries, and following process under pressure. Known for accuracy, calm communication, and trustworthy handling of confidential customer information.

Key skills

- Cash handling, cash float control and daily cash-ups
- Deposits/withdrawals and transaction verification (process-driven)
- Customer service, queue management and complaint handling
- Fraud awareness: ID checks, matching details, escalation
- Admin and record keeping (forms, capturing, filing)
- Computer literacy (POS systems, email, basic Excel)
- Attention to detail, accuracy and time management

Work experience

Cashier / Customer Service Assistant — [Store/Company], [City]
[Month Year] – [Month Year]

- Handled cash and card payments daily, processing high volumes during peak periods (weekends and month-end).
- Completed daily cash-ups and balanced tills; reported variances to the supervisor and followed closing procedures.
- Assisted customers with refunds/exchanges according to policy and escalated exceptions to management.
- Maintained accurate paperwork (refund forms, transaction slips) and supported filing and admin tasks.
- Supported loss prevention by checking receipts, following till rules, and reporting suspicious behaviour.

Admin Assistant (Part-time) — [Company/School/Organisation], [City]
[Month Year] – [Month Year]

- Captured information accurately, filed documents, and assisted with scanning and record keeping.
- Answered calls and assisted walk-in queries in a professional, service-focused manner.
- Maintained confidentiality when handling sensitive information and documents.

Education

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National Senior Certificate (Matric) — [School Name], [City]
Completed: [Year]
Key subjects (optional): Mathematics / Mathematical Literacy / Accounting: [Result or level if strong]

Certificates

- [Course name] — [Provider], [Year]
- [Course name] — [Provider], [Year]

Availability

Available: [Immediately / From date]. Willing to work branch hours and Saturdays as required.

References

Available on request.

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