

Ameerah Patel

Durban, KwaZulu-Natal

[Cell number] · ameerah.patel@email.com

PROFILE

Organised, admin-focused professional moving from retail supervision into an office administrator role. Strong at scheduling, handling customer queries, checking cash-ups and keeping accurate records. Recently completed short courses in MS Excel and basic bookkeeping. Can start immediately.

TRANSFERABLE SKILLS (RELEVANT TO ADMIN)

- Daily admin: filing, scanning, email replies, updating spreadsheets
- Customer communication: handling complaints calmly and professionally
- Accuracy: cash-up checks, stock counts, reporting discrepancies
- Coordination: rosters, shift planning, follow-ups with suppliers

TOOLS

MS Excel (basic formulas, spreadsheets), Word, email, WhatsApp Business, point-of-sale systems

RELEVANT TRAINING

Short course: Excel for Admin – 2025

Covered spreadsheets, basic formulas and simple reporting

Intro to Bookkeeping – 2025

Covered invoices, receipts and basic reconciliations

WORK EXPERIENCE

Retail Supervisor – Clothing store, Durban

2021 – 2025

- Prepared daily shift rosters, handled leave planning and communicated changes to staff.
- Completed cash-ups and basic daily reporting; escalated variances for investigation.
- Managed customer queries and refunds in line with store procedures.

Sales Assistant – Retail store, Durban

2019 – 2021

- Assisted customers, maintained displays and helped with stock receiving.

EDUCATION

National Senior Certificate (Matric) – [School name], Durban, 2018

REFERENCES

Available on request.