Nkosi Dlamini

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PROFESSIONAL SUMMARY

Entry-level Junior Admin candidate with strong customer service experience and a completed Higher Certificate in Office Administration. Confident with MS Excel (spreadsheets, basic formulas) and daily admin tasks including filing, data capturing and appointment scheduling. Known for clear communication, fast learning and reliable follow-through.

KEY SKILLS

- Data capturing and quality checks (accurate typing, double-checking IDs and invoice numbers)
- Front-desk support: answering calls, taking messages, assisting walk-ins
- Microsoft Excel: sorting, filters, basic formulas (SUM, AVERAGE), simple trackers
- Document control: scanning, naming files, folder systems, printing and binding
- Customer service: resolving queries calmly, WhatsApp and email follow-ups
- Time management: handling multiple tasks during peak times

RELEVANT EXPERIENCE

Sales Assistant (Part-time) – Local Clothing Store, Soweto
Feb 2023 – Dec 2024

- Handled cash-ups and card machine slips accurately at end of shift; reported discrepancies immediately.
- Captured stock received and updated a basic Excel tracker to reduce missing items.
- Assisted customers with returns and exchanges, keeping records and ensuring correct paperwork.

Administrative Volunteer – Community Centre, Johannesburg
Jul 2022 – Jan 2023

- Captured attendee details for programmes and maintained weekly attendance registers.
- Answered calls, booked appointments and directed community members to the right services.
- Filed documents and improved folder naming so staff could find forms quickly.

EDUCATION

Higher Certificate: Office Administration – [College Name], Johannesburg
Completed: 2022

National Senior Certificate (Matric) – [School Name], Johannesburg
Completed: 2020

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COURSES

Short Course: Microsoft Excel Basics – [Provider Name] (2024)

REFERENCES

Available on request

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