

Thando Maseko

East London, Eastern Cape

07X XXX XXXX

thando.maseko@email.com

LinkedIn: [linkedin.com/in/thandomaseko](https://www.linkedin.com/in/thandomaseko) (optional)

PROFESSIONAL SUMMARY

Entry-level customer service and admin assistant with 1 year's experience supporting walk-in clients, handling cash-ups and resolving queries. Strong communication in English and isiXhosa, confident on POS systems and MS Excel. Known for accuracy, calm problem-solving and helping teams hit daily service targets.

KEY SKILLS

- Customer service (in-person and telephonic)
- Cash handling, cash-up and basic reconciliation
- Data capturing and filing
- MS Excel (basic formulas), Word, email
- Complaint handling and query resolution
- Time management and teamwork

WORK EXPERIENCE

Front Desk Assistant (Contract) – Community Services Centre, East London

Jan 2025 – Dec 2025

- Welcomed and assisted 40–70 community members per day, directing them to the correct service point and explaining required documents.
- Captured visitor details and appointment notes accurately, reducing repeated queries and missed bookings.
- Handled telephonic enquiries, logged issues and followed up with internal staff to close open queries.
- Supported daily admin: filing, scanning, printing and keeping the front desk tidy.
- **Achievement:** Introduced a simple daily checklist for forms and stationery that reduced last-minute shortages during peak hours.

Retail Cashier (Part-time) – Local Grocery Store, East London

May 2024 – Dec 2024

- Processed card and cash transactions, issued receipts and handled refunds according to store procedure.
- Completed end-of-shift cash-up with supervisor and reported discrepancies promptly.
- Assisted with shelf packing and basic stock counts during quiet periods.

EDUCATION

National Senior Certificate (Matric) – [School Name], East London

Completed: 2023

CERTIFICATES

- Basic Computer Skills (MS Word, Excel, Email) – [Provider], 2024
- Customer Service Short Course – [Provider], 2024

VOLUNTEERING AND LEADERSHIP

- Volunteer, Community Clean-up Drive – 2024 (team of 10; coordinated sign-in and supplies list)

REFERENCES

Available on request.