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# THULE KGOSANA

## CONTACT

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🇿🇦 South African

## SKILLS

- Leadership, Team work, communication

## LANGUAGES

- English, isizulu, Sepedi, Tswana

## REFERENCES

**DONALD MARUMO**, Manager

Mr Price

079 748 8341

## SUMMARY

Experienced and dedicated professional with over 2 years as a Retail Associate at Mr Price and nearly 1 year as a Security Guard. Proven ability to provide excellent customer service, drive sales, and maintain store organization while ensuring a positive shopping experience. Skilled in stock management, point-of-sale systems, and conflict resolution. In my role as a security guard, I have demonstrated strong surveillance, access control, and emergency response capabilities, contributing to a safe and secure environment. Known for reliability, strong communication, and a commitment to supporting team goals and company objectives.

## OBJECTIVE

To obtain a Retail Associate position at Mr Price, where I can leverage my excellent customer service skills, strong communication abilities, and passion for fashion to enhance the shopping experience for customers. Eager to contribute to the store's success by maintaining a positive atmosphere, meeting sales goals, and ensuring efficient inventory management while promoting the brand's values and delivering exceptional service. Dedicated and reliable security guard with excellent attention to detail and a strong commitment to ensuring the safety and security of personnel, property, and assets. Looking to leverage my skills in surveillance, access control, and emergency response to provide top-level security services in a reputable organization

## PROFESSIONAL EXPERIENCE

### RETAIL ASSOCIATE

**Mr Price**. Sandton | October 2023 - present

Assisted customers in locating products, provided excellent service, and processed transactions efficiently. Maintained store cleanliness and organized merchandise displays while managing inventory levels. Collaborated with team members to achieve sales goals and participated in training sessions to enhance product knowledge.

### SECURITY GUARD

**safe hub** | January 2022 - Nov 2022

.Security guards at a safe hub are responsible for ensuring the safety and security of the premises, personnel, and any assets within the facility. Below are the typical duties and responsibilities of a security guard in such an environment:

#### Access Control:

Monitor and control access points to ensure only authorized individuals are allowed to enter the safe hub.

Check identification, issue visitor passes, and verify credentials of employees, contractors, and visitors.

Ensure that the entrance and exit areas are secure and not tampered with.

#### Surveillance:

Monitor security cameras and alarm systems to detect any suspicious activities.

Patrol the premises regularly to deter theft, vandalism, and unauthorized access.

Report any malfunctions or issues with the surveillance equipment.

#### Incident Response:

Respond to alarms or reports of suspicious behavior or emergencies.

Assess the situation and take necessary action, including contacting emergency services if required.

Document and report incidents, accidents, or security breaches.

#### Safety Protocols:

Ensure compliance with safety regulations and emergency protocols (fire drills, evacuations, etc.).

Be trained in first aid and emergency response to assist during medical emergencies.

Conduct regular checks of fire exits, emergency lights, and safety equipment.

#### Protecting Assets:

Safeguard valuable items or sensitive materials within the safe hub.

Ensure that secure areas are properly locked and that no unauthorized individuals are near valuable assets.

Perform regular checks on storage areas to ensure all is secure.

#### Customer Service:

Assist employees, visitors, and contractors by providing directions, answering questions, and ensuring a safe environment.

Maintain a professional demeanor and create a reassuring presence within the hub.

#### Reporting and Documentation:

Maintain detailed logs of incidents, patrols, and any unusual activities.

Prepare and submit daily, weekly, or incident-specific reports to the management.

#### Collaboration with Law Enforcement:

Work closely with local law enforcement or emergency responders in case of criminal activities or emergencies.

Provide relevant information and assistance as needed during investigations.

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## EDUCATION

### GRADE 12

**IVY Academy.** Orange grove | 2016 - 2019

Completed Grade 12 coursework with a strong focus on critical thinking, analytical skills, and time management. Engaged in collaborative projects and presentations, enhancing teamwork and communication abilities. Developed a solid foundation in various subjects, preparing for further education and career opportunities.

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## COURSES AND CERTIFICATES

### AGRICULTURAL DEVELOPMENT TRAINING



JUMPSTART RETAIL TRAINING

CONSUMER FINANCIAL EDUCATION

GUMANI RISK MANAGEMENT SECURITY TRAINING

BASIC DIGITAL SKILL PROGRAMME

END USER