

SIYONELA NDZAMELA

ADMINISTRATIVE SUPPORT | PUBLIC MANAGEMENT GRADUATE

Soweto, Johannesburg, GP | 0630957700 | ndzamelasiyonela@gmail.com

PROFESSIONAL SUMMARY

Motivated Public Management graduate with experience in retail, customer service, cash handling, merchandising and day-to-day operational support. Computer literate with knowledge of Microsoft Office, email and internet applications. Strong attention to detail, communication, teamwork and customer query resolution skills. Seeking an administrative or office support opportunity where I can contribute to efficient operations and professional customer service.

WORK EXPERIENCE

Cashier & Merchandiser | PEP Store

Mar 2019 – Feb 2021

- Processed cash and card payments accurately and efficiently.
- Assisted customers with product enquiries, purchases and general service queries.
- Replenished and arranged merchandise on shelves according to store requirements.
- Maintained a clean, organised and customer-friendly work area.
- Supported daily store operations and worked effectively as part of a team.

Bakery Baker | Shoprite

Aug 2017 – Jan 2019

- Prepared and baked bakery products according to workplace requirements.
- Assisted customers with bakery-related enquiries and service requests.
- Maintained a clean, organised and hygienic work area.
- Supported daily bakery operations and worked collaboratively with colleagues.

EDUCATION

Diploma in Public Management | Walter Sisulu University | 2021 – 2024

Matric | Zwelivumile | 2014 – 2016

KEY SKILLS

- Administrative Support
- Computer Literacy – Microsoft Office, Email and Internet
- Customer Service
- Customer Query Resolution
- Cash Handling
- Merchandising and Stock Support
- Communication Skills
- Teamwork and Collaboration
- Attention to Detail
- Relationship Management

REFERENCES

Ms Z. Tyavo – Manager – 0730513068

Mr J. Tomas – Manager – 0820758249

Mr S. Dandala – Supervisor – 0739470973