



Sinovuyo Gwama

📍 1131/16 Ikhanyaletu Street, Devland Ext 27 1811

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Personal info

- Nationality: South African
- Gender: Female
- Place: Johannesburg, Gauteng
- Date of birth: 19/12/1997



Education

Ennerdale Secondary School 2016
Matric (Grade 12)



Skills

- Customer service
- Cash Handling & POS Systems
- Telephone Etiquette & Switchboard Operation
- Communication & Interpersonal Skills
- Computer Literate
- Attention to Detail
- Time Management & Multitasking
- Team Collaboration



Language

- English
- IsiXhosa
- IsiZulu
- SeTswana



Professional Summary

Reliable and people-focused professional with 8+ years' experience in retail, customer service, and administration. Skilled cashier and switchboard operator with proven ability to handle high-volume transactions, resolve customer queries, and maintain professional telephone etiquette. Recently completed Early Childhood Development training. Strong communication, numeracy, and computer skills. Seeking a role in retail, customer service, administration, hospitality, or contact centre environments.



Experience

Phakamani Young Minds Academy (Seriti Institute)

Early Childhood Development Learner Jul 2025 - Jan 2026

- Supported classroom activities and daily routines for young learners, ensuring a safe and engaging environment.
- Assisted with lesson preparation and learning materials under supervision.

Game store

Cashier/Switchboard Operator Aug 2017 - May 2025

- Processed customer transactions daily with accuracy on POS systems and cash handling
- Operated busy switchboard, directing calls and resolving customer queries professionally.
- Assisted customers on the floor, provided product information, and handled returns/exchanges.

NTT Global Data Centre

General Assistant Jan 2017 - Mar 2017

- Provided administrative and operational support to maintain smooth daily functions.
- Assisted with basic data entry, filing and general office duties.
- Maintained a clean and organized work environment adhering to company standards.



Reference

Mr Lucas
Manager

Phakamani Young Minds Academy
010 447 2582

Ms Ayanda
Manager

Game Store
011 942 9100

Mr Charles
Manager

NTT Global Data Centre
067 325 9650

Ms De Villiers
Principal

Ennerdale Secondary School
011 855 1325



Interests

- Volunteering
- Language Learning
- Studying
- Cooking
- Traveling
- Gardening