

AVUYILE KHWAKHWA

6385 Mossie Street, Rietvallei Ext 5, Krugersdorp, Gauteng
078 863 5241 | 064 978 3920 | avuyilekhwakhwa@gmail.com

PROFESSIONAL SUMMARY

Dedicated and reliable worker with over 5 months of experience as a Store Assistant and 1 year of experience as a Customer Service Representative. Strong track record of providing excellent customer service, supporting daily store operations, and maintaining professionalism in fast-paced retail and customer-facing environments. Fluent in English and isiXhosa, with a proven ability to communicate effectively with diverse customers.

CORE SKILLS

- Customer service and customer relations
- Retail store assistance and merchandising
- Point-of-sale (POS) and cash handling
- Order taking and order processing
- Stock control and store presentation
- Complaint handling and query resolution
- Communication (English and isiXhosa)
- Teamwork and collaboration
- Time management and punctuality
- Reliability and strong work ethic
- Adaptability in fast-paced environments
- Basic computer literacy

WORK EXPERIENCE

Store Assistant

Jam Clothing | Duration: 5 months

- Assisted customers on the shop floor with product selection and inquiries
- Helped maintain store presentation, stock organization, and cleanliness
- Supported daily retail operations as part of a team

Customer Service Representative

KFC | Duration: 1 year

- Delivered friendly and efficient service to customers in a fast-paced environment
- Handled customer orders and resolved queries in a professional manner
- Worked collaboratively with team members to meet service standards

EDUCATION

National Senior Certificate (Grade 12)

Lodirile Secondary School | 2016

Subjects: History, Geography, isiXhosa Home Language, English First Additional Language, Life Orientation, Mathematical Literacy, Business Studies

LANGUAGES

isiXhosa (Home Language), English (Fluent)

ADDITIONAL INFORMATION

Nationality: South African

Available for immediate employment