

KGOMOTSO ELSIE LEEPO

Customer service

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SUMMARY

With extensive hands-on experience in retail operations, customer service leadership, and team management, I excel at driving daily store efficiency, elevating customer satisfaction, and optimizing administrative workflows. My background includes successfully transitioning into store supervisory roles where I oversee inventory, manage staff performance, and ensure smooth operational execution. I pride myself on my strong problem-solving abilities, adaptability, and dedication to fostering productive, customer-centric environments. My immediate career goal is to leverage my comprehensive administrative and supervisory expertise to secure a dynamic corporate role in a thriving business setting where I can contribute to long-term organizational success.

EXPERIENCE

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| Cashier
Woolworths | March 2015 – December 2017 |
| <ul style="list-style-type: none">• Processing Transactions• Customer Service: Greeting shoppers, answering questions, assisting with returns or exchanges, and providing a welcoming checkout experience.• Cash Management: Balancing the cash drawer at the start and end of shifts, issuing receipts, and ensuring all transactions reconcile correctly.• Merchandising and Maintenance: Keeping the checkout area clean, organized, and stocked with bags and necessary supplies, as well as tidying nearby displays | |
| Pet care advisor
Absolute pets | November 2018 – March 2026 |
| <ul style="list-style-type: none">• Specialized Client Advisory: Providing expert guidance to pet owners on animal health, wellness, and nutritional requirements to ensure the best care for their pets.• Customer Service and Sales: Delivering empathetic, professional service to build lasting customer relationships and consistently meet or exceed regional sales targets.• Stock and Inventory Management: Conducting routine stock takes, managing product ordering to prevent shortages, and maintaining accurate inventory counts.• Branch Operations: Overseeing daily store operations, ensuring merchandising standards are met, and handling essential administrative tasks such as banking procedures. | |
| Supervisor
Postnet | March 2026 |
| <ul style="list-style-type: none">• Operational Oversight: Managing daily branch workflows to ensure efficient execution of courier, digital, print, and stationery services.• Team Leadership: Guiding, training, and supporting staff members to maintain high standards of productivity and customer service.• Customer Service Management: Resolving complex customer queries, handling escalations, and ensuring every client receives prompt, professional assistance.• Administrative and Financial Duties: Handling cash controls, daily reconciliations, banking procedures, and administrative reporting. | |

- Stock and Resource Control: Monitoring inventory levels, ordering stationery and operational supplies, and maintaining equipment functionality.

CERTIFICATIONS & TRAINING

Matric	2014
Omni hr consulting Retail readiness	2018
Harambee work for work	2015

SKILLS

Strong verbal and written communication skills • Microsoft Word — professional document creation • Microsoft Excel — data entry, formulas and reporting • Sheets) for daily reporting • Record-keeping • And document drafting.

REFERENCES

Nomsa Ndaba — Area manager — 0672323005

Samuel Nyathi — Regional manager — 067 918 4725