

NOMSA PRINCESS PHADISO

Johannesburg, Gauteng | 061 455 5937 | mnomsa225@gmail.com

PROFESSIONAL PROFILE

Dedicated and customer-focused professional with experience in retail and customer service. Skilled in assisting customers, handling transactions, packing purchases, responding to enquiries, maintaining accurate records, and working effectively in fast-paced environments. Strong communication, problem-solving, time-management, and teamwork skills.

CORE SKILLS

- Customer Service
- Packing & Bagging Purchases
- Problem Solving
- Active Listening
- Teamwork & Collaboration
- Cash Handling & Till Operation
- Verbal & Written Communication
- Time Management
- Data Capturing
- Attention to Detail

WORK EXPERIENCE

Cashier and Packer

Boxer Store | 10 March 2026 – 25 August 2026

- Processed customer purchases and handled cash and payment transactions accurately.
- Assisted customers politely and provided helpful service at the till.
- Packed customers' purchases carefully and efficiently.
- Kept the checkout and packing areas clean, organised, and ready for use.
- Worked with team members to support smooth store operations.

Learnership Participant / Trainee

Surestrat | 05 March 2025 – 28 February 2026

- Handled inbound and outbound customer calls professionally and efficiently.
- Responded to customer enquiries and provided accurate information about products and services.
- Resolved customer complaints and escalated complex issues when necessary.
- Maintained accurate records of customer interactions using CRM systems.
- Worked toward daily and monthly performance targets and service standards.
- Built positive customer relationships and conducted follow-up calls.
- Followed company policies, procedures, and compliance requirements.

EDUCATION AND TRAINING

Higher Certificate in Educare — Hillcross Business College | Completed 2023

National Senior Certificate (Matric) — Qalabotjha Secondary School | Completed 2021

REFERENCES

Vuyo Macwane | Contact: 060 393 8499

Amilio Singh | Team Leader, Surestrat | Contact: 062 113 9359