

NEMUTAVHANANI BRENDA

Retail Client Service Specialist | Aspiring Team Leader

Soweto, Johannesburg | 081 850 6844

nemutavhananib@gmail.com

PROFILE

- 4 years at Truworths, excellent service in target-driven retail.
 - Final year BA Forensic Science & Technology at UNISA.
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KEY SKILLS

- Customer service, query resolution, relationship building
 - Sales, new accounts, order processing, target achievement
 - Leadership: mentored staff, delegated shift tasks
 - Operations: POS, cash handling, stock, loss prevention
 - MS Word, Excel, Outlook, 99% data capturing accuracy
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EXPERIENCE: Sales Consultant | Truworths | Nov 2021 - Mar 2026

- Led shift operations, supported manager coordination
 - Coached new hires on product, POS and service
 - Assisted customers with selection and purchases
 - Processed orders accurately and on time
 - Opened new accounts and applications
 - Handled inquiries, complaints, returns
 - Processed payments, operated till accurately
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EDUCATION

- BA Forensic Science and Technology (Final Year) - UNISA
 - Grade 12 National Certificate - Completed
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REFERENCES

- Mr B Malwai (Store Manager) - 082 079 9703
- Mr M Mudau (Lecturer) - 079 225 6868