

## CURRICULUM VITAE OF GLANDAH MAPHASI

3A Kinross Street, Germiston South, Germiston, Gauteng, 1401  
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### PROFESSIONAL SUMMARY

A reliable and hardworking Matric graduate with 1 year of hands-on experience in retail operations, customer service, and stock management. Fluent in six South African languages, with strong communication skills and a quick ability to learn new systems. Demonstrated commitment to teamwork, workplace compliance, and operational support across fast-paced environments.

### EDUCATION & QUALIFICATIONS

- Balmoral College – Germiston, Gauteng  
National Senior Certificate (Matric / Grade 12) – Passed 2024

Key Subjects: English Home Language, Afrikaans First Additional Language, Mathematics, Physical Sciences, Life Sciences, Geography, Life Orientation.

### CORE COMPETENCIES & SKILLS

- Time Management & Multitasking
- Multilingual Communication (English, Afrikaans, Zulu, Sepedi, Xitsonga, and Tshivenda)
- Problem-Solving and Conflict Resolution
- Customer Service and Client Engagement
- Inventory and Stock Floor Management

### WORK EXPERIENCE

- PANDA STORES (PS8) – Germiston, Gauteng

General Assistant | August 2025 – August 2026

- Delivered prompt, face-to-face customer service, resolving inquiries efficiently to maintain high satisfaction standards.
- Managed floor inventory, stock replenishment, and visual merchandising to ensure accurate stock levels and neat display compliance.
- Collaborated with team members and management to meet daily sales and operational targets.

### PROFESSIONAL REFERENCE

- Mr Eroll - Panda Stores**  
Hiring Manager  
Email : erollmdu@gmail.com  
Contact Number: 078 205 5814