

NONOPHA MOHAU

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Public Administration Support | Customer Service

PROFESSIONAL SUMMARY

Public Administration Graduate and Customer Service Support Associate with experience supporting business operations, customer service, stocktaking and general operational functions within retail and manufacturing environments. Skilled in customer assistance, transaction processing, cash handling and POS system operations while contributing to accurate and efficient service delivery. Academic knowledge in public administration and management, public policy, local government, monitoring and evaluation, and public financial management. Developed further knowledge in human resource management, labour relations, organisational management, supply chain management and municipal finance. Demonstrated understanding of public administration law and the policy and legislative environment governing local government. Seeking entry-level opportunities within public administration, local government, public sector administration or related administrative functions.

CORE COMPETENCES AND SKILLS

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|---|--|----------------------------|
| • Stocktaking and Inventory Support | • Business Operations Support | • Microsoft office 365 |
| • Data Capturing and Information Verification | • Supply Chain Management | • Team Collaboration |
| • Public Administration and Management | • Administrative and Operational Support | • Human Resources Exposure |

PROFESSIONAL EXPERIENCE

Supaspar West Street

03/2026 – 08/2026

Cashier Trainee

- Deliver customer service by assisting customers throughout the checkout process and responding to general service needs.
- Process customer purchases accurately using point-of-sale (POS) systems while maintaining attention to transaction details.
- Manage cash transactions responsibly, ensuring accuracy when receiving payments and completing customer purchases.
- Maintain accuracy and efficiency while processing transactions within a busy and fast-paced retail environment.
- Coordinate multiple cashiering and customer service tasks while maintaining effective time management during operating hours.
- Communicate effectively with colleagues to support teamwork, service continuity and efficient front-end operations.
- Demonstrate reliability and consistency in completing assigned cashiering responsibilities and supporting daily store operations.
- Maintain a customer-focused approach while balancing transaction accuracy, communication and operational requirements.

Awesome Snacks (Pty) Ltd

01/2021 – 04/2022

General Worker

- Performed general operational duties to support the efficient completion of daily production and workplace activities.
- Completed assigned tasks within a fast-paced working environment while maintaining consistency and attention to instructions.
- Worked effectively as part of a team to support daily operational requirements and assigned workloads.
- Managed assigned responsibilities independently when required, completing tasks without continuous supervision.
- Adapted to changing operational requirements and assisted with different general duties based on daily workplace needs.
- Maintained reliability and accountability when completing assigned tasks within required working periods.
- Followed workplace instructions and operational requirements to contribute to organised and efficient daily activities.

EDUCATION

- Bachelor of Administration, University of the Free State, 2025
- National Senior Certificate, Eketsang Secondary School, 2014

REFERENCES

- Ncumisa, Mentor, Avunathi (Pty) Ltd, +27 78 708 2760
- Karin, Front-End Manager, Supaspar West Street, +27 76 458 1954
- Khwathelane, Shift controller, Awesome Snacks (Pty) Ltd, +27797451878