

Lata Nombuiselo

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Objective

I am looking for a challenging job with a rapidly growing organization that can provide me with a range of goals and job objectives within a contemporary and economical business setting. Business Management graduate with experience in member/customer service, telephonic query resolution, and administrative support. Resolved 90% of client issues on first contact at Van Schaik Bookstore via email and telephone. Strong in data capturing, member record management, and MS Office. Achieved 81% in Public Relations N6.

Experience

- **VanSchaik bookstore** 01/11/2023 - 30/04/2025
Sales consultant
 - Managed daily administrative duties including data capturing, filing, and maintaining customer records
 - Responded to client queries via email and telephone, resolving 90% of issues on first contact
 - Performed bookkeeping tasks: invoicing, daily cash reconciliation, and petty cash management
 - Conducted stock receiving, evaluation, and monthly stocktaking with 98% accuracy
 - Operated switchboard and scheduled appointments for management
 - Operated POS system and handled cash, card, and EFT transactions
 - Conducted weekly stocktaking and maintained accurate inventory records
 - Assisted with merchandising and maintained store standards to

improve customer experience

- Supported store maintenance and opening/closing procedures

Education

- **South West Gauteng College** 2025
National Diploma: Business management
NQF level 6
- **Daleview Secondary School** 2019
Matric
Grade 12

Skills

- Filling & Record Management
- Report Writing & Business Communication
- Bookkeeping & Cash Handling
- Administration & Data capturing
- Call Centre: Telephonic query resolution, switchboard, client liaison, complaint handling
- MS Office Suite: Word, Excel, PowerPoint
- Email & Telephone Correspondence
- Stock Control & Inventory Management

Reference

- **Mable Sibanda - Vanschaik Bookstore**
Manager
mable.sibanda@vanschaik.com
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