

THAPELO LUTHULI

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PROFESSIONAL PROFILE

Customer-focused and reliable professional with experience in customer service, sales, merchandising and assisting customers in a busy retail environment. Strong verbal communication, problem-solving and query-resolution skills, with a professional and patient approach to customer interactions. Comfortable working under pressure, learning new systems and meeting service and performance expectations. Seeking to contribute these strengths as a Customer Service Consultant.

CORE SKILLS

- Customer Service & Client Support
- Verbal & Written Communication
- Sales & Product Assistance
- Merchandising & Retail Support
- Professional Telephone Etiquette
- Customer Query & Complaint Resolution
- Problem Solving & Attention to Detail
- Accurate Customer Information Handling
- Computer Literacy
- Working Under Pressure & Meeting Targets

WORK EXPERIENCE

Sales Agent / Customer Service — Shoprite

23 May 2024 – 23 May 2025 | Johannesburg, Gauteng

- Assisted customers with product and service-related queries in a busy retail environment.
- Provided professional customer service and responded to customer needs in a helpful and respectful manner.
- Supported sales activities and worked toward sales and customer-service expectations.
- Assisted with merchandising and maintained an organised, customer-friendly environment.
- Used problem-solving skills to address customer concerns and find appropriate solutions.
- Communicated clearly with customers and colleagues to ensure efficient service.
- Maintained accuracy when handling customer information and routine service-related tasks.
- Worked effectively under pressure while maintaining a positive customer experience.

EDUCATION

National Senior Certificate (Matric) — Bona Comprehensive School
Completed 2020

LANGUAGES

isiZulu | Sesotho | English

ADDITIONAL INFORMATION

Available to start immediately. Professional, dependable and customer-focused.