

Tsholofelo Mashigo

076 192 3070 | tsholofelomunor91@gmail.com | Bushbuckridge, Mpumalanga, South Africa

linkedin.com/in/tsholofelo-mashigo

PROFESSIONAL PROFILE

Motivated and adaptable tourism management student with practical experience in direct sales, customer service and classroom support. Strong interpersonal, communication, organisational and problem-solving abilities, with a growing foundation in computer and digital skills. Comfortable working with people, following procedures, learning new systems and taking responsibility for assigned tasks. Seeking an opportunity in administration, customer service, sales, tourism, hospitality, office support, internships or learnerships where I can contribute while continuing to develop professionally.

CORE SKILLS

- Customer service and client relations
- Order taking, recording and follow-up
- Administrative organisation and document handling
- Online navigation and digital communication
- Teamwork and collaboration
- Attention to detail
- Working independently and under pressure
- Direct sales and product presentation
- Professional verbal and written communication
- Computer and digital literacy
- Time management and task prioritisation
- Problem-solving and adaptability
- Ability to learn new systems and procedures
- Classroom and learner support

PROFESSIONAL EXPERIENCE

Beauty Advisor / Direct Sales Representative | Avroy Shlain | 2020 – 2022

- Promoted and sold beauty and personal-care products directly to customers.
- Used product brochures/catalogues to help customers identify products suited to their needs.
- Recorded customer orders accurately and submitted orders through the appropriate management process.
- Built and maintained positive customer relationships through professional communication and service.
- Followed up with customers regarding orders and assisted with product-related enquiries.
- Worked independently, managed customer interactions and maintained a professional approach to sales.

Assistant Teacher | Lekanang Primary School | May 2023 – September 2023

- Supported classroom activities and assisted learners with day-to-day school tasks.
- Worked alongside teaching staff to maintain an organised and productive classroom environment.
- Helped with activities and responsibilities assigned by the teaching team.
- Communicated respectfully with learners and staff and followed school procedures and instructions.
- Managed multiple classroom tasks while remaining patient, organised and dependable.

EDUCATION

Diploma in Tourism Management — University of South Africa (UNISA) | Currently completing

National Senior Certificate — Reti Secondary School | Completed 2020

ADDITIONAL TRAINING & CERTIFICATES

Computer & Digital Skills Course — EduCourse | 2026

TEFL Certificate – 120 Hours — Teacher/English language training | Completed 2024

TAFLE | Completed

TRA | Completed

Marketing Management Short Course — Quest College | Completed 2024

Human-Centred Design Crash Course — Atingi Online | Completed 2023

ACADEMIC PROJECT

Tourism in Practical Work Context – DTM3609

Applied tourism theory to practical, real-world scenarios, developing understanding of tourism planning, destination management, customer service, stakeholder engagement and sustainable tourism. Strengthened research, communication, teamwork and problem-solving skills.

REFERENCES

Mrs F. Selepe

Deputy Principal, Lekanang Primary School

Contact: 066 258 0430

Additional references can be provided upon request.