

NADIA SHUSHU

CONTACT

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SKILLS

- Customer Service
- Cash Handling
- Data Handling
- Microsoft Teams
- Microsoft Excel
- Microsoft Word
- Communication Skills
- Administrative Support
- Team Work
- Record Keeping
- Problem Solving

REFERENCE

Available soon upon request

OBJECTIVE

Customer focused professional with experience in retail, customer service, data capturing, administration and education support skilled in Microsoft office, communication team work, problem Solving and record management. Currently completing a Diploma In Tourism Management and seeking opportunities in tourism, hospitality, administration, customer service and related field.

EXPERIENCE

2017-04-20 - 2017-12-14	Customer service agent ITalk Attending to customers queries Resolving complaints and finding solution
August 2020 - January 2021	Data Capture Shosholoza Finance • Captured clients information and maintained records. • Opened and organized financial files.
February 2022 - May 2022	Data Capture Statistics South Africa • Collected and captured information accurately. • Ensure data quality and completeness.
May 2023 - March 2024	Assistant Teacher Thulani Secondary School • Captured learner marks and maintained records. • Provided administrative Support to teachers.
May 2024 - December 2024	Receptionist Mediclinic Welcoming patients and visitors in a friendly and professional manner. Registering patients and updating their personal and medical information on the system. Booking, changing, and cancelling appointments. Answering phone calls and directing them to the correct department. Checking medical aid details and assisting with admissions where required.
February 2025 - April 2026	Till Operator Woolworths • Processed customer transaction accurately and efficient. • Assisted customer with products enquires and purchases. • Maintained high standard of customer service.

EDUCATION

2013	National Senior Certificate (Matric) Aurora Girls High School Grade 12
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*In
Progress*

Diploma In Tourism Management
UNISA
Diploma