



ZANELE BUTHELEZI

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Objective

Motivated, reliable, and hardworking professional with practical experience across food manufacturing quality control, retail stock handling, hospitality customer service, and roadwork construction. Knowledgeable in Food & Beverage Quality Control standards (HACCP, GMP, quality inspections) as well as sales and customer engagement. Proven track record of attention to detail, meeting operational targets, and thriving under pressure. Seeking a stable opportunity in general operations, retail, manufacturing, or customer service where I can add value and grow professionally within the organization.

Education

- **Sakhisizwe Secondary School** 2022
National Senior Certificate (Grade 12)
- **Road Work Construction** 2023
Road Work Construction
NQF Level 02 Certificate

Core Skills

- - Operational & QC: Food & Beverage Quality Control (HACCP / GMP awareness), Stock Packing & FIFO Rotation, Table Service & Hospitality.
 - Sales & Persuasion: Customer Engagement, Telesales Awareness, Target Driven, Active Listening & Persuasion.
 - Workplace Strengths: High Discipline, Time Keeping & Punctuality, Team Player, Thrives Under Pressure.
 - Attention To Detail
 - Time Management
 - Communication Skills
 - Presentation

Experience

- **Dursots All Joy** 2025 - 2026
General Worker / Quality Control Assistant
 - Assisted in line operations and quality control checks adhering to HACCP and Good Manufacturing Practice (GMP) standards.
 - Conducted product inspections, monitoring packaging integrity, date coding, and quality consistency on production lines.
 - Ensured clean and sanitized production environments in line with food safety guidelines.
 - Supported stock moving, sorting, and batching tasks to maintain smooth factory output.
 - Reported process bottlenecks, non-conforming products, and equipment defects promptly to supervisors.
- **Pick n Pay** -
Stock Packer
 - Unpacked delivery crates, verified stock counts, and organized retail merchandise efficiently in store storerooms.
 - Assisted customers on the shop floor with product inquiries, location guidance, and friendly service.
 - Merchandised and replenished store shelves adhering to First-In, First-Out (FIFO) stock rotation rules.
 - Maintained clean, tidy, and safely presented aisle displays throughout shift hours.
 - Conducted price checks, shelf tag audits, and assisted during periodic inventory stocktakes.

- **Rulani Sweet Kitchen** 2023 - 2024
Waitress
 - Welcomed patrons warmly, presented menus, and provided detailed product descriptions.
 - Processed food and beverage orders accurately, ensuring customer dietary requirements were met.
 - Served meals and drinks promptly while maintaining high standards of food hygiene and table cleanliness.
 - Handled customer bill payments, cash handling, and register reconciliation accurately.
 - Resolved customer queries promptly to ensure an enjoyable dining experience.
- **Roadwork Construction** Jun 2023 - Oct 2023
Roadwork Construction Learner
 - Participated in practical roadwork construction modules, acquiring hands-on NQ Level 02 competency.
 - Assisted site teams with manual paving, mixing, surfacing preparation, and site clearing tasks.
 - Applied strict Personal Protective Equipment (PPE) guidelines and civil occupational safety protocols on site.
 - Handled site tools, equipment, and construction raw materials safely and responsibly.
 - Worked closely with senior operators and site supervisors to execute daily project phases.

Reference

- **Nokuphila Mkhari - Dursots All Joy**
Quality Controller
067 255 1683