

KEDIBONE PHOKWANE

Address: 515 North Dakota Crescent Cosmo City 2188, Gauteng, South Africa | **Phone** 079 833 2760 | **Email:** 970802phokwane@gmail.com

PROFESSIONAL SUMMARY

Dedicated and results-driven professional with a strong background in customer service, administrative support, and team collaboration. Skilled in cash handling and conflict resolution.

CORE COMPETENCIES

- ✓ Customer Service Excellence
- ✓ Cash Handling & Financial Transactions
- ✓ Administrative Support
- ✓ Team Collaboration & Leadership
- ✓ Communication (Written & Verbal)
- ✓ Time Management & Organizational Skills
- ✓ Analytical Thinking & Problem-Solving

PROFESSIONAL EXPERIENCE

Store Associate (part time)

Smart Kitchen and Co | November 2023 – January 2024

- Provided excellent customer service by addressing inquiries and resolving complaints promptly.
- Assisted with inventory management, ensuring stock levels were maintained.
- Monitored store operations to ensure compliance with safety and operational procedures.
- Handled cash transactions accurately and maintained register balance.
- Contributed to maintaining a clean and organized store environment.

Cashier/Customer Assistant (part time)

Pep Store | August 2022 – October 2023

- Delivered outstanding customer service by addressing customer inquiries and providing solutions.
- Managed cash transactions and maintained accurate sales records.
- Assisted in merchandising and stock replenishment to improve store appearance.
- Supported promotional activities to increase product visibility and sales.
- Maintained a friendly and professional demeanor in a fast-paced retail environment.

Teacher Assistant

Nageng Primary School | January 2021 – June 2021

- Assisted teachers in lesson planning and classroom management.
- Supported students with individualized attention to enhance their learning experience.
- Maintained accurate records of student progress and attendance.
- Organized classroom materials and assisted in creating engaging learning environments.
- Facilitated communication between teachers, students, and parents.

Kitchen Assistant

Moja Flava Restaurant | September 2020 – January 2021

- Prepared ingredients and assisted chefs in meal preparation.
- Maintained cleanliness and hygiene standards in the kitchen.
- Ensured timely delivery of orders to customers.
- Assisted in stock management and inventory checks.
- Collaborated with team members to ensure smooth kitchen operations.

EDUCATION

Diploma in Law

University of South Africa | 2024

National Senior Certificate

Sebakanaga Secondary School | 2015

TECHNICALS SKILLS

- ✓ Microsoft Office Suite (Word, Excel, PowerPoint)
- ✓ Data Entry & Recordkeeping
- ✓ Customer Relationship Management (CRM) Tools
- ✓ Time Management & Scheduling Tools

LANGUAGES

- ✓ **Sepedi** (fluent)
- ✓ **English** (Fluent)
- ✓ **IsiZulu** (Intermediate)

REFERENCES

Mr. Monobe

Principal, Nageng Primary School
0119066891

Theodora

Supervisor, Pep Store
0679414885

Aminah

Assistant manager smart kitchen and Co
0834091243