

# NOZIPHO NOMUSA NKOSI

Soweto, Gauteng, South Africa | 067 288 5886 | nomii2204@gmail.com

## PROFESSIONAL SUMMARY

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Dedicated and reliable professional with over 3 years of experience in customer service, office administration, and support roles. Experienced in data entry, client communication, records management, complaint resolution, point-of-sale operations, and general administrative support. Strong attention to detail, organization, time management, and communication skills. Seeking a customer support or administrative role where I can contribute to efficient operations and a positive customer experience.

## CORE SKILLS

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Customer Service • Customer Support • Complaint Resolution • Client Relations • Office Administration • Data Entry • Data Capture • Records Management • Digital Filing • Email Management • Microsoft Word • Microsoft Excel • Google Sheets • Point-of-Sale (POS) Systems • Cash Handling • Verbal Communication • Written Communication • Problem Solving • Attention to Detail • Time Management • Team Collaboration • Organization

## PROFESSIONAL EXPERIENCE

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### **Customer Assistant** | Woolworths | *December 2024 – Present*

- Provide high-quality customer service by resolving customer inquiries and complaints efficiently.
- Operate point-of-sale (POS) systems and process customer payments accurately.
- Perform cash handling duties while maintaining accuracy and professionalism.

### **Office Administrator** | Professional Shipping Company | *1 Year*

- Managed daily office administration and maintained organized digital filing systems.
- Performed accurate data capture and maintained records.
- Handled high-volume email correspondence, telephone inquiries, and client queries professionally.

### **School Assistant** | Batsogile Primary School | *2021*

- Supported educators with classroom administration, scheduling, and student supervision.
- Prepared learning materials and maintained accurate daily attendance records.

## EDUCATION & CERTIFICATIONS

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- NCV Level 3: Safety in Society — South West Gauteng College | 2017 – 2018
- NCV Level 2: Roadworks Construction and Maintenance — South West Gauteng College | 2023
- Emergency Medical Services Certification: Basic Fire Fighting & First Aid (NQF Level 1) | 2023

## REFERENCES

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Available upon request.