

Nomfuneko Lukewu

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Profile

Dedicated administrative and customer service professional with a strong background in public management and digital operations. Proven ability to resolve complex issues through innovative problem-solving and collaborative teamwork in fast-paced environments. Committed to enhancing organizational efficiency through exceptional communication skills and a meticulous approach to task management.

Education

Public Management N4–N6 Successors Training Institute	Jun 2023
Grade 12 Gobinamba Tech & Comm	Nov 2014

Employment

Cashier Mc Donalds, Durban	Sep 2020 – Jan 2023
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- CASHIER, CUSTOMER SERVICE – Sep 2020 – Jan 2023
- Customer service in fast-paced environment, handled complaints with Batho Pele principles (courtesy, empathy)
 - Cashier: processed cash/card/digital payments, balanced cash drawers, daily financial reports
 - Teamwork, working under pressure, shift work, punctuality – transferable to ward/hospital shifts

Administration assistance Successors training institute, Durban	Mar 2023 – Mar 2024
ADMINISTRATION ASSISTANT – Mar 2023 – Mar 2024	
• Student admissions and registrations – similar to patient admissions – handled confidential records • Handled correspondence: emails, phone calls, official documents, record keeping • Monitored deadlines, scheduled classes, diary management for trainers • Data capturing, MS Excel, financial transactions and office operations	

Front desk assistant City Print & Copy Shop, Durban	Mar 2025 – Dec 2025
• Office & Internet Cafe administration – managed daily operations, front desk reception, welcomed clients • Assisted customers with internet access, email, printing, scanning,	

Skills

Reception | Diary Management | Travel Coordination | Switchboard | MS Outlook | MS Excel | MS Word | Email Management | Data Capturing | Filing & Records | Customer Service | Financial Admin

Languages

Xhosa
English
Zulu

copying, typing and computer support

- Reception, switchboard, phone handling, email management, diary and appointment scheduling

References

Kevin Or Judy

McDonald's

031 307 3101

Mr Mpande

Successors Training Institute

081 359 4493

Miss Khumalo

City Print and Copy Shop

063 511 0927