

AYABONGA MATIWANE

Cashier | Waitress | Customer Service

Email: matiwaneayabonga65@gmail.com | Mobile: 063 844 5631 | Address: 34 Nephin Rd, South Hills, Johannesburg, 2197
Gender: Female | Flexible Time Zones | Open to Remote, Hybrid, and On-Site Opportunities | Willing to Relocate if Required

PROFESSIONAL SUMMARY

I am a friendly and customer-focused individual with experience as a Cashier at a Local Clothing Retail Store and as a Waitress at Umngazi Hotel & Spa. I hold a Waiter Training Certificate, a Front Office Certificate, and an Office Administration Introduction Certificate. I am skilled in active listening, communication, and customer service. I am seeking an invigorating role where I can make a meaningful impact and drive the success of the organisation.

EDUCATION AND CERTIFICATIONS

- National Senior Certificate (Grade 12) | Zululiyazongoma Senior Secondary School | 2020
- Office Administration Introduction Certificate | EduCourse Online Learning | 21 August 2026

WORK EXPERIENCE

Cashier | Local Clothing Retail Store | August 2024 – December 2025

- Processed customer transactions accurately and efficiently
- Assisted customers with purchases and queries
- Operated the POS system and handled cash

Waitress | Umngazi Hotel & Spa | June 2021 – July 2022

- Served food and beverages to guests
- Took orders and ensured guest satisfaction
- Worked as part of a team in a fast-paced hospitality environment

CORE COMPETENCIES

Cashier & Retail:

Cashier | Transaction Processing | Customer Assistance | POS Systems | Cash Handling

Waitressing & Hospitality:

Waitress | Customer Service | Order Taking | Food & Beverage Service | Guest Satisfaction

Office Administration:

Office Administrative Procedures | Financial Administration Basics | Human Resources Administration Basics | Event Planning and Coordination | Time Management and Productivity

Certifications:

Waiter Training Certificate | Front Office Certificate | Office Administration Introduction Certificate

Technical & Software Skills:

Basic Computer Literacy | POS Systems | Email Communication | Office Technology and Tools

Remote & Digital Tools:

Virtual Meeting Platforms (Zoom, Teams, WhatsApp – basic) | Project Management Basics (Asana, Trello – for task tracking and team coordination) | Digital Document Sharing (Google Drive, PDFs) | Email Management

Personal Attributes:

Active Listening | Communication | Customer Service | Friendly | Reliable | Hardworking | Detail-Oriented | Team Player

WHY HIRE AYABONGA?

I am a friendly, hardworking, and reliable worker. I have worked as a cashier in a busy retail store and as a waitress in a hotel. I know how to handle customers, process transactions, and stay calm under pressure. I also hold a Waiter Training

Certificate, a Front Office Certificate, and an Office Administration Introduction Certificate. I am ready to learn, work hard, and help your team succeed.

REFERENCES

Available upon request.