MATLHOGONOLO CHANTELLE POO

RETAIL ASSISTANT | SHOP ASSISTANT | CUSTOMER SERVICE

Madulammogo Views, 1709, South Africa | matlhogonoloaria@gmail.com | 0694159611

PROFESSIONAL PROFILE

Hardworking, reliable, and motivated individual with Matric and 1 year and 7 months of retail experience as a Shop Assistant. Experienced in assisting customers, working in a team, and maintaining a professional and organised working environment. A quick learner with good communication, time management, and problem-solving skills. Fluent in English, Setswana, and isiZulu. Eager to contribute to a company's success while gaining further experience and developing professionally.

WORK EXPERIENCE

Shop Assistant | PNA

07 May 2024 – 30 December 2025

- Assisted customers with enquiries and helped them find products.
- Provided friendly and professional customer service.
- Helped maintain a clean, tidy, and organised store.
- Assisted with stocking shelves and arranging merchandise.
- Supported daily store operations and followed workplace procedures.
- Worked with colleagues to achieve team goals.
- Helped ensure customers had a positive shopping experience.

EDUCATION

National Senior Certificate (Matric) | Mpolokang High School

Completed in 2023

Subjects: English, Setswana, Mathematical Literacy, Life Sciences, Agricultural Sciences.

KEY SKILLS

Customer service • Verbal communication • Teamwork and collaboration • Time management • Problem-solving • Adaptability • Quick learning • Stock organisation • Attention to detail • Ability to work in a busy environment

LANGUAGES

English: Advanced **Setswana:** Advanced **isiZulu:** Proficiency not specified

PERSONAL ATTRIBUTES

- Honest and dependable
- Willing to learn new skills
- Friendly and approachable
- Professional and respectful
- Able to work independently and as part of a team
- Committed to completing tasks efficiently

REFERENCES

Available upon request.