Sisanda Senamile Mvelase

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Objective

Management Accounting graduate with a Diploma in Management Accounting from Durban University of Technology and practical experience in customer service, retail operations, promotions, administration, data capturing and stock-related activities. Strong foundation in financial reporting, budgeting, cost accounting and Microsoft Excel, with an understanding of stock control and administrative processes. Experienced in accurately capturing information, handling customer queries, supporting operational teams and working effectively in fast-paced environments. Detail-oriented, organised and reliable, with strong communication, problem-solving and analytical skills. Seeking to apply financial and administrative knowledge in a Stock Controller role within a healthcare environment.

Experience

- **Spotlight Agency** November 2025 - May 2026
  Promoter
  • Engaged with customers and explained application benefits, features and services clearly and professionally.
  • Captured customer information accurately for follow-up campaigns and reporting purposes.
  • Assisted customers with downloading, registering and setting up applications.
  • Collected and reported customer feedback to the team leader.
  • Met daily customer sign-up and performance targets.
  • Distributed promotional and marketing materials while maintaining organised promotional areas.
  • Set up and packed away branded promotional stands and materials.
  • Maintained professional customer service while representing client brands.
  • Worked effectively in a target-driven and fast-paced environment.
  • Communicated customer requirements and feedback to team leaders.

- **Boxer** November 2025 - January 2026
  Part-time Retail Packer
  • Packed customer groceries quickly and accurately while taking care to minimise product damage.
  • Assisted customers with packing bags and loading trolleys at tills.
  • Maintained a clean, organised and efficient packing area during busy trading periods.
  • Supported cashiers and floor staff during peak trading hours.
  • Assisted customers with queries and provided professional customer service.
  • Worked accurately and efficiently in a fast-paced retail environment.
  • Maintained attention to detail while handling customer purchases and products.
  • Assisted with general retail duties and contributed to efficient daily operations.

Education

- **Durban University of Technology** 2023-2026
  Diploma in Management Accounting
  Capitec and FNB-Financial Literacy Certificate and archived 10+ distinctions

Skills

- • Stock Control • Inventory Management • Stock Administration • Data Capturing • Stock Records and Reconciliation • Microsoft Excel • Microsoft Office Suite • Financial Reporting • Budgeting • Cost Accounting • Administrative Processes • Filing and Record Keeping • Customer Service • Communication • Problem Solving • Attention to Detail • Time Management • Teamwork • Working Under Pressure • Information Accuracy • Relationship Building

Languages

- English
- IsiZulu