

NOLUNDI VELEM

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Summary

Business Management graduate (N4–N6) and Grade 12 alumnus with a proven track record of leadership as a Supervisor and precision as a Cashier. Combines strong financial administration skills with hands-on experience in team management, customer service, and daily retail operations. Adept at optimizing storefront efficiency, resolving customer escalations, and balancing financial accounts with zero discrepancies. Ready to leverage formal business training and leadership experience to drive operational excellence in a management or administrative role.

Experience

Pizzahut Marathon Group

(Feb 2019 - Jul 2022)

General Worker

- handles customer service, payment processing, food preparation support, and store cleanliness. REFERENCE Tamara 0730964164

Steers Drive-Thru metlife mall

(Feb 2024 - Present)

Cashier

- Communicating clearly through a headset to greet customers, record orders accurately into the digital till, and suggest promotional upgrades or upselling items (like adding chips or upsizing). REFERENCE MANDISA 0603619826

Gas cafe

(Oct 2022 - Jan 2024)

Shift supervisor and cashier

- Open or close the store, manage staff breaks, assign station duties, resolve customer complaints, and ensure food safe and Greet customers, take phone and counter orders, operate the Point-of-Sale (POS) system, handle cash and card payments, and balance the cash drawer at the end of the shift

Skills

- customer service and speed ,efficiency
- time management, problem-solving
- pos system, cash handling and math, attention to detail

Certifications & Training

- Petrol attendant