CONTACT

LOCATION
Umlazi, Durban

PHONE
071 555 0192

EMAIL
thandi.nkosi@example.co.za

SKILLS

- Customer Service
- Sales Floor Selling
- Till and Point of Sale
- Cash Handling and Cash-Up
- Visual Merchandising
- Monthly Stock Take
- Stock Receiving
- Lay-Bys and Returns
- Store Card Sales
- Store Opening and Closing
- New Staff Training
- MS Word and Excel

EDUCATION

2022
Certificate in Retail Sales and Customer Service
Coastal Skills Academy, Durban
Three-month course

2019
National Senior Certificate (Matric)
Ridgeview Secondary School, Umlazi
Subjects: English, isiZulu, Mathematical Literacy, Business Studies, Life Orientation, Geography, Tourism

LANGUAGES

- English (read, write and speak)
- isiZulu (read, write and speak)

INTERESTS

- Reading
- Church choir
- Netball

REFERENCES

- Available on request

Thandi Nkosi

Retail Sales Consultant

PROFILE

Retail sales consultant who has worked on the sales floor, the till and the stockroom in fashion and value retail in Durban since 2022. Trusted to open and close the store when the manager is off, has trained three new consultants and was named Employee of the Month twice in 2024. Holds a Certificate in Retail Sales and Customer Service and speaks English and isiZulu.

EXPERIENCE

SEP 2023 TO PRESENT
Sales Consultant
Coastline Fashion Retail • Bayside Mall, Durban

- Help customers on the sales floor find what they need and serve them at the till.
- Open and close the store when the manager is off, taking responsibility for the shop at the start and end of trading.
- Train new staff, with three new consultants trained to date.
- Sell store cards to customers and process lay-bys and returns.
- Keep the store neat and merchandised, and complete the stock take every month.
- Named Employee of the Month twice in 2024.

NOV 2022 TO AUG 2023
Cashier and Sales Assistant
Sunrise Value Stores • Pinetown

- Served customers at the till and balanced the till at every end-of-shift cash-up.
- Received stock from delivery trucks and packed shelves so products were ready for customers.
- Assisted customers on the shop floor in finding the products they needed.

Sample for illustration. Thandi Nkosi is a fictional person; all names and details are invented.