

About Me

Date of birth: 07/10/1993

Gender: Female

Email: motloungnthuseng@gmail.com

Phone: 0736073430

Address: 10686 Kwamakhutha Street
Palmridge
1458

Nationality: South African

Preferred language: English, Zulu, Sotho,

Willing to relocate: Yes

Driver's License: Code C1

Availability: Immediately

Skills and Knowledge

- MS Office (Word, Excel, Outlook, PowerPoint)
- Time management.
- Innovative.
- Attention to detail.
- Leadership.
- Team management.
- Negotiation & Relationship Management.
- Continuous Improvement.
- Effective Communication
- Dependability & Adaptability
- Multitasking, Flexibility and Consistency
- Motivation & Resourcefulness
- Strong decision Maker
- Knowledge of legal compliance

Summary

An individual with B. Consumer Science and End User Computing and hands-on experience in fast-paced customer service environments like KFC. Skilled in using technology to enhance user experiences and provide efficient solutions, with a strong foundation in troubleshooting, technical support, and data management. Seeking a challenging position that allows me to combine my technical expertise and customer service experience to optimize processes, support end users, and contribute to the success of a forward-thinking organization.

I'm presently looking for possibilities that will allow me to use and contribute my theoretical knowledge and skills in a practical setting, as well as progress my career. Above all, I'm searching for an atmosphere that will allow me to grow both personally and professionally.

Tertiary Education

Institution : University of Zululand

Course : B.Consumer Service

Major Subjects : Food Science, Product development and Food marketing

Year obtained : 2018

Institution : SY Computer Centre

Course : End User Computing

Major Subjects : PC Intro & Microsoft Office

Year obtained : 2019

Secondary Education

Institution : Zicole High School

Grade passed: National Senior Certificate (Matric)

Year obtained: 2011

Work Experience

Company Name: KFC Beyers Park

Positions : Sales/Cashier

Awards : **Best** Customer Service Awards

Duties and Responsibilities:

- Observe the operational guidelines for customer service, food quality, and health and safety.
- Attend training sessions and staff meetings.
- Manage shifts, delegate tasks, and ensure a team meets targets during busy hours.
- Work with team members to ensure smooth operations.
- Assist in training new employees.

- Collaborate during busy hours to meet customer demands.
- Prepare and serve meals in accordance with safety regulations and established recipes. • Make sure the meal is prepared and served to exacting standards
- Properly store ingredients and keep track of food supplies.
- Transfer supplies and equipment between storage and work areas
- Handling administrative requests and queries from senior managers

Duration: June 2021 -December 2021

Company name: Onecart

Position: shopper

Duties and Responsibilities:

- Pick and purchase groceries and household items based on customer preferences and shipping lists.
- Ensure timely delivery of purchased items to customers while maintaining product quality and freshness.
- Communicate with customers to clarify orders and provide updates on the status of their shopping requests.
- Inspect products for quality, expiration date and damages before purchase to meet customer expectations.
- Managed online shopping platforms and processed payments securely for customer orders.

References

1. Lebo Makgalemale

Position: Supervisor (KFC Beyer Park)

Contact No: 0678074736

2. Fanyana Nkosi

Position Supervisor
Contact No: 0734861160
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Further Information, detail or document will be provided with pleasure on request.

Declaration

I hereby give my consent to keep my CV and contact me for any future opportunities in your organization.