

# Shonisani Mabasa

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## Profile

Experienced retail professional with a solid background in customer service, store supervision, and administration. Known for problem-solving, team leadership, and fostering a positive workplace culture. Passionate about service excellence, personal growth, and making a meaningful impact in the workplace.

## Experience

### Store Manager

U-Turn Ministries (Charity Shop), Johannesburg | May 2025 – Present

- - Oversee day-to-day operations of the charity retail store
- - Manage and train staff and volunteers
- - Handle stock control, pricing, and visual merchandising
- - Drive sales through excellent customer service and community engagement
- - Ensure compliance with organizational policies and procedures

### Sales Consultant

Havaianas, Rosebank | September 2024 – April 2025

- - Full administrative duties, including stock ordering and store opening/closing
- - Delivered exceptional customer service
- - Maintained merchandising standards
- - Conducted stocktake and supported team performance

### Store Supervisor

Continental Linen, Bedford | May 2022 – May 2024

- - Conducted employee performance reviews
- - Resolved workplace and customer concerns
- - Supported management and trained new hires
- - Promoted positive team culture

### Sales Assistant

Truworths, Eastgate | February 2020 – May 2022

- - Handled cashier duties and merchandising
- - Assisted with stocktake and administration
- - Provided excellent customer service

### **Cashier**

Piccadilly, Fordsburg | January 2017 – August 2019

- - Till operation and customer service
- - Merchandising and housekeeping duties

### **Education**

- UNISA | Higher Certificate in Law (2022)

- Central Johannesburg College | HR Management N5 (2018)

- Ntsako Secondary School | National Senior Certificate (2012)

### **Skills**

Customer Service, Team Leadership, Problem Solving, Conflict Management, Administration, Computer Literacy, Retail Operations, Stock Control, Training & Development

### **Software**

Microsoft Word, Excel (Spreadsheet), Sage, Microsoft Outlook

### **Languages**

Xitsonga, Venda, IsiZulu, Sepedi, Sotho, English

### **References**

- Piccadilly – Nirmala (Manager): 011 838 5432

- Truworths – Sfiso Nkosi (Supervisor): 011 616 4057

- Continental Linen – Nthabiseng Nkwinika (Manager): 087 898 5683 / 066 376 7703

- Havaianas – Bellisah Mawire (Manager): 011 327 6130 / 073 868 8079