

Stefan Paetzold

Jeffreys Bay, Eastern Cape 6332 | 2002stefan@gmail.com | +27 63 346 8933

[LinkedIn](#) | [GitHub](#) | [PortfolioWebsite](#)

Summary

Highly motivated and adaptable third year BSc in IT student with a strong foundation in customer service, administration, and customer handling, seeking opportunities to apply transferable skills in a dynamic IT environment.

Proven ability to communicate effectively, multi-task, and manage responsibilities with an eye for detail. Eager to combine academic knowledge and practical experience to contribute innovation in projects and grow within the technology sector.

Willing to relocate for suitable career opportunities.

Education

National Senior Certificate in High School

Global Leadership Academy - Jeffreys Bay, Eastern Cape January 2018 – December 2020

Bachelor of Science in Information Technology

North-West University - Potchefstroom, North-West January 2023 – Present

Currently pursuing a comprehensive Information Technology degree building foundational knowledge in programming, systems design, and technology.

Work Experience

Secretary Geraldine Glennie Physiotherapists Inc.

- December 2019 – January 2020

Managed comprehensive front-desk operations, including scheduling appointments, handling communications, and assisting patients.

Processed payments accurately and maintained organized patient records, ensuring data integrity.

Ensured accurate completion administration e-forms, demonstrating strong attention to detail and compliance.

House/Pet Sitter January 2022 – Present

Managed daily care and well-being of pets, demonstrating reliability and adherence to specific instructions.

Maintained household integrity, including cleanliness and basic property management, ensuring owner's peace of mind.

Developed strong organizational skills and a high degree of responsibility in an unsupervised environment.

Waitering

The Mexican - January 2022 – February 2022

St Francis Brewing Co - January 2021 – December 2021

Infood - Bakery & Deli - December 2020 – January 2021

My experience provided me with:

Exceptional customer service, greeting guests and ensuring a positive experience.

Efficiently managed orders, payments, and table service in fast-paced/high stress environments.

Maintained cleanliness and organization of dining areas, contributing to operational efficiency.

Honed communication, multitasking, and problem-solving skills through direct customer interaction.

Skills

Technical Skills:

Coding, Microsoft Office (Word, Excel, PowerPoint), POS (Point of Sale) systems

Soft skills:

Customer service

- Communication (Verbal & Written)
- Multitasking
- Problem-Solving
- Adaptability
- Reliability
- Detail-Oriented
- Strong Work Ethic
- Desire to learn

Administrative & Practical Skills:

- Filing
- Cashiering
- Cash Handling
- Stocking
- Administration
- Driving
- Woodwork

Certifications and Licenses

- National Senior Certificate
- Driver's License