**Zinhle**  
68 Rader Drive  
Durban North  
zinhled@ymail.com  
083 456 1233

**Objective**  
Dedicated and customer-focused individual seeking a position for Customer Service at ABC Retail. Bringing 2 years of experience in retail environments, a strong ability to communicate with customers and get the bottom of the problem

**Professional Experience**

**Customer Service Representative**  
*ABC Department Store,*   
*September 2020 – December 2021*

* Provided exceptional customer service by resolving issues, answering inquiries, and processing returns/exchanges.
* Assisted in inventory management, including stock replenishment, shelf organization, and inventory counts.
* Collaborated with the sales team to meet daily sales targets and improve overall store performance.
* Received the “Employee of the Month” award twice for outstanding customer service and sales performance.

**Retail Intern**  
*Fashion Boutique*  
*May 2019 – August 2020*

* Supported the sales team by helping customers when they had issues with their orders
* Managed the store’s social media accounts, posting regular updates that increased traffic by 10%.

**Education**

**High School Diploma**  
*Durban Girls High, Durban*  
*Matriculated: May 2018*

* Relevant Subjects: Tourism, Economics, Afrikaans
* I was part of land service where we did community services

**Skills**

* **Customer Service:** Strong ability to communicate with customers, understand their needs, and provide personalized assistance.
* **Communication:** Excellent verbal and written communication skills, able to engage with a diverse customer base.
* **Take Control:** I have a very great take charge attitude and I will have the ability to take charge when I am having an issue with a customer.

**References**  
Mr Mthembu – 083 678 654

Sindy Miya – 086 234 9890