

Curriculum Vitae
of
Zamandlovu Cathrine Ndlovu

Home Address

10 Monkey Plum Close
Montclair
Mitchell's plain
7785

Cell: 071 745 6628

Email: zamandlovu222@gmail.com

PERSONAL PROFILE

I am well-disciplined, hardworking, ambitious, team-oriented individual. I commit myself to serve humanity with love, care and compassion through positive communication, respect in justice. I would appreciate to obtain positivity in your company and add values to the organization, hence to enable it to achieve its objective of all requirements. I can work with technology, accurate and pay attention to detail. I work well dedicate myself, trying to meet stringent deadlines with strong interpersonal, communication skills and good clientele.

PERSONAL INFORMATION

Date of Birth	:	19 August 1991
ID Number	:	9108191150087
Citizenship	:	South African
Driver's License	:	N/A
Marital Status	:	Single

EDUCATIONAL QUALIFICATION

- Cape Peninsula University of Technology: Diploma in ICT (2020– in progress)
- MSC Business College: Skills Program Sales Assistant Certificate (2019)
- Pet Net Computer World College: Computer & Cashier Certificate (2011)
- Futura High School: Matric (2010)

WORK EXPERIENCE

Position: Hostess (November 2010 – January 2011)

Organization: Mugg & Bean

Duties:

- Greeting guests: Welcoming customers, making them feel comfortable, and offering menus or drinks while they wait.
- Managing reservations, Maintaining waitlists.
- Seating guests: Escorting customers to their tables, ensuring efficient table usage, and minimizing wait times.
- Handling phone calls: Answering calls, taking reservations, and responding to inquiries.
- Managing special requests: Accommodating special occasions, such as birthdays or anniversaries, and arranging for special services.

Position: Cashier, Admin & Reception (March 2018 – December 2018)

Organization: Kleine Sorghum Farm (Weltevreden DR, Philippi)

Duties:

- Managed cash handling, balanced tills, and reported discrepancies.
- Provided customer service and assisted with inquiries.
- Processed customer emails and large retail orders.
- Handled phone calls, coordinated with store managers, and ensured order accuracy.
- Captured invoices and performed general administrative tasks (filing, emails, faxing, and calls).

Position: General Administration (January 2019 – September 2019)

Organization: Don't Waste Services (Water Front & Bellville)

Duties:

- Responsible for data capturing of collected bins of the Store.
- Responsible for capturing the collection slips of the recycling (Glasses, Cardboard, Plastic, etc.).
- General admin (Filling, making copies, sending the email, fax and Customer care Calls.).

Position: Sales Floor Associate (October 2019 – December 2019)

Organization: Shoprite Checkers (Adderley Street)

Duties:

- Responsible for data capturing of collected bins of the Store.
- Responsible for capturing the collection slips of the recycling (Glasses, Cardboard, Plastic, etc.).
- General admin (Filling, making copies, sending the email, fax and Customer care Calls.).

Position: Call Centre Customer Care (Inbound & Outbound) (October 2024 – January 2025)

Organization: Takealot

Duties:

- Handling inbound customer queries via Calls and Emails Ticket and resolving issues efficiently.
- Escalating unresolved concerns to the relevant departments.
- Tracking order processing status and assisting customers with order updates.
- Checking driver statuses for deliveries and ensuring timely updates to customers.

REFERENCES

Miss Ncumisa Mbovu

Don't Waste Services - Admin Manager

Cell: 071 612 9009

Email: Ncumisa.mbovu@dontwasteservices.co.za

Mrs Allen Day

MSC Business College (Shoprite) - Trainer

Cell: 083 703 4814

Email: Allen.day@msccollege.co.za

Miss Kirsty Hoedemaker

Takealot - Team Leader

Cell: 076 467 4423

Email: Kirsty.hoedemaker@takealot.com

Reflection on My Learning Experience: Creating My Curriculum Vitae

Creating my Curriculum Vitae (CV) has been one of the most important and rewarding parts of my career development journey. This experience helped me reflect on my achievements, organize my work history, and understand how to present myself professionally to future employers.

Understanding the Purpose of a CV

I learned that a CV is more than just a document. It is a tool that tells my career story in a clear and professional way. It highlights my skills, qualifications, and experiences to show employers what I can offer. Through this process, I came to appreciate how powerful a well-written CV can be in opening doors to job opportunities.

Organizing My Professional Information

Creating my CV helped me take a close look at my work history, skills, and education. I realized how important it is to present this information in a clean, structured, and easy-to-read format. Each section of my CV—from my personal profile to my work experience—needed to be accurate and relevant to the job I am aiming for.

Recognizing My Growth and Strengths

As I gathered my work experience, I felt proud of the different roles I've held—from working as a hostess, cashier, and receptionist to taking on admin, sales, and customer care responsibilities. This reflection helped me recognize my growth, reliability, and the range of skills I've developed over the years.

Learning to Tailor My CV

One important lesson I learned was the need to tailor my CV to match the job I am applying for. By highlighting the most relevant skills and achievements, I can show employers that I am the right fit for their position. This means being selective with the information I include and always updating my CV as I gain more experience.

Gaining Confidence in My Professional Identity

Putting together my CV gave me more confidence in myself. I now have a clear document that reflects who I am professionally. It reminds me of how far I've come and what I am capable of achieving. I feel more prepared and proud to apply for job opportunities that match my goals.