



# ZETHU MAKUWA

## A D M I N I S T R A T I O N

### Contact

#### Phone

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#### Email

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#### Address

163 Leeuwfontein Moganyaka

### Education

2005 - 2009

#### Matric

Lekazi Central High School

2013 - 2013

#### wholesale & Retail Distribution

Makwadeng Training

### SKILLS

Goal setting and achievement

Cash Handling Knowledge

Office Administration

Account Reconciliation

Report Generation

Expense Tracking

### Language

English

SiSwati

Sepedi

IsiZulu

### WORK EXPERIENCE

Owner and Baker

2020 - Current

#### Ka Mehla Bakery | Leeuwfontein

- Developed unique recipes and confections to distinguish bakery from competitors.
- Assisted in creating promotions to highlight bakery offerings and boost sales.
- Baked treats for alternative diets based on customer needs.
- Set effective employee schedules and leave policies to maintain adequate coverage during peak hours.
- Managed training, disciplining, and motivating employees.
- Resolved customer concerns with a positive and constructive approach.
- Replenished food items while adhering to proper food cooling and storage procedures.
- Cleaned and maintained kitchen equipment and oven.

Virtual Customer Service Associate

2020- 2020

#### AMAZON

- Answered live online chats to provide quick solutions and resolve issues.
- Troubleshoot and resolved online ordering issues to ensure a seamless process.
- Developed and maintained knowledge of products and services to answer questions and make recommendations.
- Responded to website and email inquiries within 1-2 business days to maintain customer satisfaction.
- Documented and updated customer records for accurate follow-up.
- Assisted customers in navigating the website to order online and access a larger inventory.
- Resolved customer complaints by identifying problems, selecting solutions, and expediting corrections.
- Maintained a positive and professional attitude to foster positive customer experiences and repeat purchases.
- Assisted clients with product questions to facilitate the online ordering process.
- Investigated and resolved customer inquiries and complaints quickly.

2019 - 2019

PA/ Secretary

#### Sebenzisanani Human Capital / Kempton Park

- Monitored employee attendance.
- Scheduled drivers' trips.
- Paid learner stipends.
- Managed learning programs.
- Interacted with learners and addressed their challenges.
- Communicated with CETA regarding monthly learner attendance analysis.
- Scheduled moderation sessions.
- Gathered and verified unpaid invoices.
- Printed materials and downloaded monthly CSD.
- Issued warnings to learners and employees.
- Purchased stationery, office cleaning supplies, and tea/coffee.
- Conducted learner site visits.
- Searched for facilitators, moderators, and assessors.
- Produced accurate office files, updated spreadsheets, and crafted presentations to support executives and boost team productivity.

## SKILLS

Verbal and written  
Communication  
Punctuality and Time  
Managerial Design

Assessment  
Schedulingframes

Managing Purchasing  
Activities

Meeting Support  
Business  
Correspondence

## Education

2020 - 2020

**Entrepreneurship Course**  
StartUP Scool

2024 - 2024

**Knowledge to be a complete  
Administrative Assistant**  
CURSA

2024 - 2024

**Introduction to Data Analytics**  
Coursera

2024 - 2024

**Emotional Intelligence**  
MANCOSA

Learnership

2012 - 2013

**DB Scenker / Kempton Park**

- Captured training registers.
- Created Excel documents for training purposes and records.
- Checked learner attendance.
- Took minutes during meetings.
- Updated submitted CVs for learnership applications.
- Assisted with training arrangements.
- Ordered food and stationery for the department.
- Processed learner leave forms.
- Filed employee training reports.
- Captured employee training fees.

Claims Assessing Learnership

**Discovery Medical Aid / Sandton**

2012- 2012

Reason for Leaving: I got a learnership closer to home

## REFERENCES

**Abigail Semono**

Snr Agile Coach & SAfe practice Consultant , Avigayil Consulting Solutions

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**Mmathapelo Motau**

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