

Leslie Chiunda

Władysława Grabskiego 15/8, Wrocław, 53-535 +48 539 647 878

chiundal@uni.coventry.ac.uk

Cybersecurity Student | CompTIA Security+ | Customer Service Professional

QUALIFICATION SUMMARY

As a highly motivated individual with a strong passion for learning, I possess a diverse range of skills and experience in graphic design, sales, and IT support. With proficient knowledge of Adobe Creative Suite, Office 365 applications and computer literacy, I am a fast learner and self-starter who can adapt quickly to new challenges.

KEY SKILLS

- | | | |
|--------------------|------------------------|-----------------------------|
| ✓ Customer Service | ✓ UI/UX | ✓ Communication Skills |
| ✓ English | ✓ Figma | ✓ Computer Skills |
| ✓ Fast Learner | ✓ Adobe Creative Suite | ✓ Microsoft Office programs |

RELEVANT PROFESSIONAL EXPERIENCE

Supervisor and Sale Representative

PostNet Princess Crossing

December 2021 – September 2022

Roodepoort, South Africa

- Assisting the store manager with daily operations
- Training and supervising staff members to ensure they perform their duties effectively
- Planning and scheduling work shifts to ensure proper coverage
- Monitoring inventory levels and ordering supplies as needed
- Ensuring that the store is always clean and well-maintained
- Handling customer complaints and resolving issues in a professional manner
- Creating and implementing strategies to increase sales and customer satisfaction
- Conducting performance evaluations for staff members and providing feedback for improvement
- Maintaining accurate records of sales, inventory, and other business operations
- Collaborating with the store manager and other team members to achieve business goals and objectives.

Sale Representative

PostNet Palm Court

June 2019 – December 2021

Weltevredenpark, South Africa

- Designed promotional materials using Adobe Creative Suite for clients
- Provided excellent customer service and generated new business
- Demonstrated strong communication skills in a fast-paced retail environment
- Assisted customers with print, design, and shipping needs at a one stop shop
- Packaged and labeled shipments for timely delivery
- Accurately record transactions, shipments, and inventory using a pos system and other tools
- Collaborated with team members for efficient store operations
- Processed payments and handled customer complaints professionally
- Maintained a clean and organized work environment
- Proficient in using Adobe Creative Suite and other tools.

Sales Representative & IT Technician
Matrix Warehouse Princess Crossing

May 2018 – June 2019
Roodepoort, South Africa

- Provided technical support and assistance to customers with IT related queries
- Shadowed IT technicians and gained knowledge about hardware and software installation, maintenance, and repair
- Assisted with computer assembly, disassembly, and upgrades
- Conducted diagnostic tests and resolved system issues
- Learned about networking and security protocols, and provided basic network support to customers
- Managed inventory and supplies, and assisted with ordering and receiving new products
- Maintained a clean and organized work environment
- Demonstrated proficiency in using various computer software programs and equipment, including Microsoft Office Suite and hardware tools.

ADDITIONAL EXPERIENCE

Graphic Design (Freelance)
Digital Springboard

June 2023 - present
Remote

- I create visually engaging designs, working remotely to deliver high-quality graphics. I collaborate with the team to develop branding materials, social media assets, and marketing content. My role includes ensuring designs align with client goals, adhering to deadlines, and managing multiple projects while maintaining strong communication and delivering exceptional results

UI/UX Design and Development (Freelance)
Finlit.co.za

June 023 - 2024
Remote

- **Overview:** I individually designed and developed a mobile application to teach essential financial skills.
- **Features:** Engaging lessons, real-world scenarios, and a reward system to enhance learning.
- **Objective:** Equip users with practical financial knowledge and skills for real-life applications.

EDUCATION

Cybersecurity BSC (Hons)
Coventry University

January 2023 - June 2025
Wrocław, Poland

National Senior Certificate
Rand Park High School

December 2020
Randburg, South Africa