

Azile Ntembela

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Objective

I am an experienced office assistant with 2+ years of experience. Additionally, 1+ years retail experience as a shelf-packer at Pick n Pay Retailers. Throughout my journey, I have developed exceptional interpersonal and technical skills of which I am confident that that can be of benefit to your prestigious organization. I have strong computer literacy, customer service, problem solving, telephone etiquette and communication skills. I recently completed a diploma in ICT at Durban University of Technology.

Education

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|---|--|-------------|
| <ul style="list-style-type: none">• Durban University of Technology
Dip. ICT in Application Development
<i>Completed</i> | | 2024 |
| <ul style="list-style-type: none">• Cisco Networking Academy
Computer Hardware Basics
<i>Completed</i> | | 2024 |
| <ul style="list-style-type: none">• Nemisa NPC
Short Course in Mobile Digital Literacy
<i>Completed</i> | | 2023 |
| <ul style="list-style-type: none">• Benny Recruitment and Training
Short Course in Call Centre
<i>Completed</i> | | 2022 |
| <ul style="list-style-type: none">• Nemisa NPC
Short Course in Microsoft Productivity Programmes
<i>Completed</i> | | 2022 |
| <ul style="list-style-type: none">• Cangci Comprehensive Technical High
Matric/ Grade 12 | | 2016 |

Experience

Pick n Pay Retailers

June 2023 - Present

Shelf-Packer

Duties:

- Assisted customers with product queries, selections and purchases
- Offloaded and loaded DC trucks
- Used scanner for product lookup
- Printed product labels on ECS system
- Monitored sales floor and merchandise displays for presentable condition
- Sorted the stockroom and receiving area
- Organized store merchandise racks and displays to promote and maintain visually appealing environment
- Delivered exceptional customer service by leveraging extensive knowledge of products and created a welcoming, positive experience
- Performed basic housekeeping to maintain hygiene

MS Steel and Suppliers (Pty) Ltd t/a SteelScope

Feb 2020 – Dec 2022

Office Assistant

Duties:

- Welcomed and addressed customer concerns
- Captured data into the companies database
- Performed office-related tasks (typing, scanning, printing, copying and report creation)
- Responded to customer calls and emails to take and process orders
- Assisted customers by attending queries about products
- Performed general housekeeping in the office area
- Organized digital files on the company's system
- Organized hardcopy files on storage cabinets
- Performed basic troubleshooting on office equipment

Skills

- Computer literacy
- Customer service
- Typing skills
- Data Capture
- General Housekeeping
- Teamwork
- Telephone Etiquette
- Microsoft Office 365
- Digital File Management
- Numeracy
- Communication (written and verbal)
- Flexibility
- Time Management

Languages

- English
- IsiZulu
- IsiXhosa

References

- **Vuyiswa Xulu – Pick n Pay Retailers**
Store Manager
vuyiswaxulu@pnp.co.za
076 811 4362
- **Delani Nzuza – Pick n Pay Retailers**
Receiving Supervisor
P1036804@pnp.co.za
- **Sihle Mfunwa – MS Steel and Suppliers (Pty) Ltd t/a SteelScope**
Salesman Supervisor
031 700 9730