



SILUNGILE KWANELE NCILIBA


CURRICULUM VITAE

PERSONAL INFORMATION

 060 197 4429 / 063 916 6167

 2348 Wula Road, Imbali Unit 2,
Pietermaritzburg, 3201

 sindokuhle2@gmail.com

 Date of Birth: 23 September 1996

PROFILE

Dedicated and customer-focused Cashier with extensive experience in retail and service-oriented roles. Known for delivering high levels of customer satisfaction, maintaining organized checkout areas, and efficiently processing payments. Adaptable, detail-oriented, and skilled at communicating with customers and team members alike. Seeking a position that fosters professional growth and enables the application of strong customer service and operational skills.

EDUCATION

Zamazulu Secondary School
Matric / Grade 12

SKILLS

- Customer Service Excellence
- Effective Communication
- Active Listening
- Interpersonal Skills
- Adaptability and Flexibility
- Time Management
- Attention to Detail
- Cash Handling and Payment Processing
- Point of Sale (POS) System Operation
- Problem Solving
- Organizational Skills
- Team Collaboration
- Fast Math Skills
- Conflict Resolution
- Ability to Work Under Pressure

EXPERIENCE

Check Me Beauty and Beyond
Cashier

August 2024 – November 2024

- Operated Point of Sale (POS) systems with accuracy and efficiency.
- Managed transactions, ensuring precise handling of cash and electronic payments.
- Delivered excellent customer service by assisting customers with product inquiries.
- Maintained a well-organized checkout area to improve operational efficiency.
- Executed time management skills to handle high customer volumes.
- Ensured adherence to company policies and procedures for transactions and inventory.

Cinecenter

Cashier

March 2023 – January 2024

- Attended to customer purchases, offering a seamless checkout experience.
- Actively listened to customer requests and resolved issues efficiently.
- Exercised strong problem-solving skills to handle customer queries and complaints.
- Worked well under pressure during peak cinema hours to maintain smooth operations.
- Provided clear communication, contributing to a collaborative team environment.
- Accurately reconciled daily sales and cash register balances.

REFERENCES

Miss C.L Ntuli - Kentucky fried chicken

Manager
078 662 4461

Mr Jerome Naicker - Cinecenter

Manager
0798632022

Mr K.W Ndlovu - Check me beauty and beyond

Manager
0621149187

Kentucky Fried Chicken (KFC)

Cashier

September 2016 – June 2020

- Processed customer payments and maintained accurate sales records.
- Greeted customers warmly, assisting with inquiries to enhance customer experience.
- Delivered excellent customer service, ensuring customer satisfaction and loyalty.
- Maintained a clean and organized checkout space, creating a welcoming environment.
- Balanced daily transactions and reported discrepancies, ensuring financial accuracy.
- Collaborated with team members to ensure efficient workflow during peak hours.

DECLARATION

I hereby declare that the above information is true and correct to the best of my knowledge and belief.

Silungile Kwanele Nciliba