




MSIZI SIMNIKIWE

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PERSONAL DETAILS

Nationality : South African
Gender : Female
Driving Licence : None
Criminal record : None
Languages : English - Fluent
Availability : Immediately

PROFESSIONAL SUMMARY

Adaptable and organized professional with a strong foundation in administrative support, developed through volunteering as a CAT Teacher Assistant and hands-on experience in a busy restaurant environment. Skilled in scheduling, record-keeping, customer service, and coordinating daily operations. Adept at handling correspondence, processing information accurately, and supporting team productivity. Known for multitasking effectively, maintaining attention to detail under pressure, and delivering excellent service in both office and customer-facing roles.

EDUCATION

Matric 01/2022-11/2022
Masakhane Senior Secondary School

EXPERIENCE

Crew member 05/2024 - 09/2024
MSA DEVCO Trading as McDonald's

- Greeted and assisted over 50 customers per shift, ensuring a positive experience
- Accurately took and processed orders both in-person and via POS system
- Handled cash, card, and mobile payments with zero till discrepancies
- Maintained accurate daily sales and transaction records for management
- Kept workstations clean, organized, and hygiene-compliant at all times
- Monitored stock levels and reported shortages promptly to avoid delays
- Delivered orders within set service time goals, even during peak hours
- Resolved customer concerns on the spot, maintaining satisfaction ratings
- Followed health and safety procedures to meet company standards
- Worked as part of a team of 5+ staff to achieve smooth service flow
- Assisted in preparing and packaging 100+ food items per day
- Balanced speed with high attention to detail in a fast-paced

CAT Teacher Assistant (shadowing)

Masakhane Senior Secondary School

- Prepared and organized learning materials for lessons
- Provided one-on-one support and clear instructions to learners
- Maintained an organized and tidy workspace
- Operated Microsoft Office applications for various tasks
- Monitored and ensured accuracy in student work and records
- Resolved minor technical and administrative issues promptly
- Managed time effectively to complete daily responsibilities
- Adapted to changes in tasks and schedules when needed
- Delivered professional and friendly assistance to all learners and staff
- Collaborated with the teacher to meet lesson and administrative goals
- Learned and applied new software and systems quickly
- Handled multiple tasks simultaneously while maintaining



ADDITIONAL INFORMATION

- Willing to work flexible hours including night shifts and public holidays



REFERENCE

Available upon request