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|  |  .Kaila groenewald  |   |  |

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|  | *Contact* Cape Town, Paarl, 76460815872070kaila7gee@gmail.com *Core Qualifications** Office supply management
* Microsoft Office
* Invoice preparation
* Task prioritising
* Data entry
* Sales strategies
* Pricing
* Business administration
* Customer relations
* Stock counting
* Complaint management

 *Education*i-to-i Tefl 180 Hours certificate : English Teaching 2023   Paarl girls' high school Paarl, WC 2019    |  |  | *Professional Summary*I matriculated from Paarl Girls High in 2019, where I then started to discover the different working environments. My strong points are in organisation and administration. I am computer literate, and I am very eager to gain knowledge. I am a fast learner and enjoy working in fast paced environments. I strive to learn new things daily and am very committed when it comes to my job. I am Hard working, Career driven, Focused, Committed, Loyal, Proactive, Professional, Friendly, Self-assured, and Customer-orientated. As much as I love working in my own space, I am also a Team Player and enjoy working with people. I enjoy being given new challenges. I am fully bilingual in both English and Afrikaans . *Experience*Office AdministratorBlackout Power Solutions | Paarl | May 2023 - Current * Creating and updating quotes.
* Creating invoices.
* Updating base list of clients.
* Interacting and communicating with clients.
* Delegated office administration tasks for smooth front-of-house management.
* Scheduled workers and allocated resources for routine office operations and special projects.
* Established clear procedures for team work, document tracking and data reporting.
* Ordered cost-efficient office supplies and stationery to meet operational requirements.
* Coordinated fast, accurate clerical work for forms, files and general data entry.
* Assisted with monthly office stock levels, conducting physical counts and reconciling with stock management system.
* Communicated with staff through various internal platforms to keep colleagues informed of office updates.
* Completed data processing and processing orders into relevant systems to keep records and documentation up-to-date.
* Managed office correspondence, including emails, phone calls and mail, efficiently and promptly.
* Oversaw effective file management to keep office records up-to-date.
* Communicated with office managers to understand department priorities and workload.

  Shop AssistantLira & Fynn | Paarl | Sep 2022 - Apr 2023 * Opened and closed store by completing security, cleaning and financial checklists.
* Established and nurtured effective relationships with customers, colleagues and store management.
* Delivered on store targets with strong sales and customer service skills.
* Calculated product prices and processed payments accurately, returning change for cash remittances and issuing receipts for audit purposes.
* Created attractive displays for merchandise to enhance sales.
* Maximised sales by quickly locating correct items, colours and sizes.
* Handled special customer requests to locate out-of-stock items.
* Demonstrated products using exceptional presentation skills, explaining product features and usage to close sales transactions.
* Maintained comprehensive brand and product knowledge to maximise sales opportunities and meet set targets.
* Improved availability and inventory accuracy with precise stock counts, contacting vendors to request replacements for depleted items.
* Took stock of products and updated inventory records with new totals.
* Assisted in annual stocktaking through counting, record-keeping and documenting.
* Built displays of items for special promotions and updated signs with correct pricing.
* Handled customer returns, refunds and exchanges at customer service desk.
* Operated register to process payments via cheque, cash and cards.
* Assisting with online store operations.
* Assisting with roster planning of all employees.

  Au PairRobert Du Preez | Paarl | Sep 2021 - Apr 2022 * (Aged 13, 17 and 19)
* Completed shopping trips with children for necessary items, clothes and food for family.
* Took children on outings to local parks and playgroups, encouraging play with others.
* Dropped and picked children from school on time in adherence to school rules.
* Built and maintained positive relationships with parents and children to win trust.

  Ice Cream ServerSea Breeze | Blouberg | Aug 2021 - Mar 2022 * Used bubbly personality to engage with customers and develop positive rapport.
* Sampled ice cream flavours to passers-by on the street using interpersonal skills.
* Counted stock daily and provided management with order list.
* Opened, closed and cleaned machine equipment in line with company procedures.
* Provided on-the-job training and support to junior staff on scooping techniques and processing payments.
* Checked stock use-by dates and rotated stock regularly to minimise wastage.
* Maximised customer satisfaction by quickly addressing and resolving complaints with food or service.
* Delivered great service by being adaptable, using initiative and communicating with diverse range of people.
* Processed cash and card payments, providing correct change and feedback forms.
* Remembered key menu features, ingredients and allergen information.

  *References*Reference contacts: * JP, 082 652 1301
* Robert Du Preez, 0825706651
* Micaela Ismail, 072 254 5749
* Corne Du Plessis, 082 770 7772

 *Languages*

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| English, Afrikaans : First Language:  |
| English : C2 Proficient:  |  | Afrikaans : C2 Proficient:  |

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