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| |  |  |  |  | | --- | --- | --- | --- | |  | .  Kaila  groenewald |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | *Contact*  Cape Town, Paarl, 7646  0815872070  kaila7gee@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 Administrator  Blackout 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 Assistant  Lira & 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 Pair  Robert 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 Server  Sea 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*   |  |  |  | | --- | --- | --- | | English, Afrikaans : First Language: | | | | English : C2    Proficient: |  | Afrikaans : C2    Proficient: | |  | |

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