[Full Name Surname]

Bloemfontein, Free State
[Cell number]
[email@example.com]
LinkedIn: [linkedin.com/in/yourname]
Portfolio: [yoursite.co.za]

PROFILE

Final-year BCom student seeking an entry-level administration or customer service role. Strong written communication, confident with MS Excel and accurate data capture from coursework and part-time retail experience. Known for reliability, neat record-keeping and calm customer support during busy shifts.

KEY SKILLS

- MS Office: Excel (basic formulas, tables), Word, PowerPoint
- Administration: filing, scanning, email inbox management, meeting notes
- Customer service: in-person and telephonic communication
- Accuracy: data checking, attention to detail, basic reconciliation
- Languages: English (fluent), Afrikaans (conversational)

EDUCATION

Bachelor of Commerce (BCom), Major in Business Management – University of the Free State
2022 – Present (Expected completion: Nov 2026)

- Relevant modules: Business Management, Intro Accounting, Marketing, Business Communication
- Highlights: Group projects with weekly presentations; Excel-based assignments for budgeting and reporting

National Senior Certificate (NSC) – [High School Name]
2017 – 2021

- Subjects: English, Afrikaans, [Mathematics / Maths Literacy], Life Orientation, [other subjects]
- Achievements: [Top 10 in grade / Merit award / Leadership role]

PROJECTS (COURSEWORK AND PRACTICAL WORK)

Customer Service Improvement Mini-Project – University coursework
2025

- Worked in a team of 4 to map a simple customer journey and identify 3 service gaps (response times, handovers, complaint logging)
- Created a one-page process guide and a basic complaint log template in Excel

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- Presented recommendations to the class; used feedback to improve and resubmit the final document

Excel Budget Tracker – Personal project
2025

- Built a monthly budget spreadsheet using categories, totals and basic formulas
- Added a summary sheet to track spending trends month to month
- Focused on neat formatting so it is easy to print and share

WORK EXPERIENCE

Sales Assistant (Part-time) – [Store name], Bloemfontein
Feb 2024 – Present (weekends and holidays)

- Assist customers with product questions, sizes and returns in a friendly, calm manner
- Handle cash and card payments and balance the till with supervisor support
- Keep displays tidy and restock shelves during quiet periods
- Capture basic stock information and report discrepancies to the shift lead

Tutor (Casual) – Peer tutoring, [University / Community]
Jul 2023 – Nov 2023

- Supported 2 first-year students with weekly study plans and assignment preparation
- Explained concepts simply and checked understanding with short practice questions
- Planned and ran structured weekly sessions

VOLUNTEERING AND LEADERSHIP

Committee Member – [Name of residence or society]
2024 – 2025

- Helped plan events and sent updates to members by email and WhatsApp groups
- Coordinated sign-up lists and basic attendee tracking

Community Volunteer – [Organisation name]
2023

- Sorted donations and prepared packs for distribution
- Worked respectfully in a team and followed instructions and safety rules

CERTIFICATES

- [Short course, e.g. Basic Excel / Customer Service / First Aid] – [Provider], [Year]
- Driver's licence: Code B

REFERENCES

Available on request.

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