[Full Name Surname]

Target role: [e.g. Junior Administrator]
[Cell number] · [name@email.com]
[City, Province]
[LinkedIn link – optional]

PROFILE

Entry-level administrator with strong MS Excel and customer service experience from a busy front-desk role. Known for accurate capturing, friendly client support and staying calm under pressure. Looking for a junior admin position where I can support invoicing, filing and reception.

SKILLS

- Customer service (in person and on the phone)
- Data capturing and accurate filing
- MS Excel (spreadsheets, basic formulas) and Word
- Cash handling and basic reconciliation
- Scheduling, WhatsApp and email communication
- Attention to detail and time management

WORK EXPERIENCE

[Job Title] – [Company], [City]
[Month Year] – [Month Year]

- Assisted [X] customers per day, solving queries and escalating issues when needed.
- Captured customer details and payments accurately, handling personal information in line with POPIA.
- Kept daily admin up to date (filing, scanning and emailing documents) so the team could meet deadlines.
- Supported stock counts and updated records, flagging differences early to reduce losses.

[Job Title / Learnership / Volunteer Role] – [Organisation], [City]
[Month Year] – [Month Year]

- Completed a [learnership/internship] programme focused on [area].
- Worked with a team to [task], following procedures and meeting weekly targets.
- Handled walk-in queries and directed people to the right department.

EDUCATION

[Qualification] – [Institution], [City]
[Year completed or expected]
Key modules: [Module 1], [Module 2], [Module 3]

National Senior Certificate (Matric) – [School Name], [Town]

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[Year]
Maths: [level], English: [level]

CERTIFICATES

- [Course/Certificate] – [Provider], [Year]
- [Course/Certificate] – [Provider], [Year]

REFERENCES

Available on request.

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