

MARY LEBO MOKOENA

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SUMMARY

Experienced retail professional with a strong background in customer service and cash handling, having served as a retail cashier/shop assistant at Ackermans and a retail sales associate at Cherry Blossoms in Johannesburg. Demonstrated expertise in processing transactions, resolving customer queries, and maintaining organised checkout areas. Proven ability to enhance the customer experience through friendly greetings, knowledgeable product advice, and efficient problem-solving. Skilled in multi-tasking, attention to detail, and maintaining high standards of cleanliness from previous housekeeping role at Maid Service. Committed to fostering positive shopping environments and seeking opportunities to further develop within the retail industry.

EXPERIENCE

11/2019 to 10/2023

Retail Cashier/Shop Assistant

Ackermans - Johannesburg

- Processed payments by cash or card to complete transactions.
- Offered friendly greetings and farewells, creating a welcoming environment for all patrons.
- Maintained clean, tidy and organised checkout areas.
- Helped customers with specific item requests by answering questions and offering knowledgeable product advice.
- Processed transactions quickly and accurately, enhancing customer checkout experience.
- Delivered exceptional customer service, fostering a positive shopping environment.

04/2019 to 11/2019

Retail Sales Associate

Cherry Blossoms - Johannesburg

- Resolved customer queries using active listening and problem-solving skills.
- Replenished items and organised displays to keep stock looking professional.
- Handled customer complaints with professionalism, working towards fair and swift resolutions.
- Handled returns and exchanges with professionalism, maintaining customer trust and store reputation.
- Used downtime to clean store floor, rearrange product displays and restock shelves.

01/2017 to 12/2018

HOUSEKEEPER

Maid Service

- Cleaned rooms to satisfaction of clients and management.
- Managed daily cleaning, dusting, and vacuuming of assigned rooms to maintain high standards of hygiene.
- Performed various laundry duties, folding, ironing and pressing to maintain set high standards of cleanliness.
- Ensured safe usage of chemical cleaners.

SKILLS

- Customer greeting
- Multi-tasking
- Cash handling
- Attention to Detail
- Retail awareness
- Excellent verbal communication
- Flexible and Adaptability
- Written and verbal communication
- Cleaning and sanitation
- Customer assistance
- Positive attitude

REFERENCES

- AYANDA NTLUZELA, Ackermans, Johannesburg, Gauteng, South Africa, +27 60 368 5022, ayandandluzelarsa@gmail.com
- Mahumad Cherry Blossoms westonaria, Johannesburg South Africa 073 011 0834
- DIEKETSENG MOOETI, Maid service, Johannesburg, Gauteng, South Africa, 0783015222, dieketsengmt83@gmail.com

EDUCATION

2019

NQF level4: Business Administration services
ICollage - Johannesburg

CERTIFICATIONS

- Virtual Assistant certified

WEBSITES, PORTFOLIOS AND PROFILES

[linkedin.com/in/marymokoena](https://www.linkedin.com/in/marymokoena)

PERSONAL INFORMATION

Nationality: South African

SKILLS

- Honesty and integrity
- Instruction following
- Vacuuming
- Knowledge of cleaning solutions

LANGUAGES

English:  C2
Proficient