CARLA CILLIERS

Curriculum Vitae

PROFESSIONAL PROFILE

Dedicated and experienced Retail Manager and Administrator with approximately six years of management experience in a busy retail environment. Skilled in staff supervision and training, administration, customer service, stock control, cash handling, daily banking, merchandising, and operational management. A self-motivated and reliable professional who is willing to take initiative, learn new skills, and contribute positively both independently and as part of a team.

CONTACT DETAILS

Location: Gordon’s Bay, Western Cape

Phone: 064 089 3525

Email: [calacilliers@gmail.com]

Date of Birth: 26 June 1995

CORE SKILLS

* Retail and Store Management
* Staff Training and Development
* Administration and Email Management
* Customer Service
* Stock Control and Stock Ordering

* Stocktaking and Delivery Receiving
* Cash Handling and Petty Cash
* Daily Banking
* Accounts and Payments
* Leave, Overtime and Staff Claims
* Microsoft Word, Excel and PowerPoint
* Merchandising
* Telephone and Communication Skills
* Problem-Solving and Teamwork

WORK EXPERIENCE

PNA Somerset West

Store Manager | 2019 – Present

* Manage daily store operations and ensure the smooth running of the business.
* Supervise, support and train staff members.
* Train employees for management and supervisory positions.
* Handle administrative duties, emails and telephone enquiries.
* Process staff claims, leave and overtime using the **Payce** programme.
* Manage account payments and petty cash pay outs.
* Complete daily banking procedures.
* Conduct annual stocktakes and maintain stock accuracy.
* Receive and check deliveries.
* Order stock for customers and assist with special customer requirements.

* Process customer refunds.

* Manage stamp orders and newspaper claims.

* Maintain high standards of customer service and store presentation.

* Completed training in art, merchandising, stationery and art product categories, shoplifting awareness and IQ Advance.

Bespoke Joinery, Gordon's Bay

Administrative Assistant

* Managed general administrative duties.

* Answered telephone calls and responded to emails.

* Ordered stock and materials for jobs.

* Monitored stock levels in the storeroom.

* Ordered office stationery and supplies.

De Beers Club

Barlady | Weekend Position

* Provided customer service in a hospitality environment.

* Assisted customers and handled bar-related duties during weekend shifts.

OK Mini Market, Beach Road

Shop Assistant & Cashier

* Assisted customers with purchases and enquiries.
* Operated the cash register and handled payments.
* Supported the day-to-day running of the store.

EDUCATION

High School Brackenfell

Matric Certificate | 2014

TRAINING & DEVELOPMENT

* Art Training
* Merchandising Training
* Online Training in Stationery and Art Categories
* Shoplifting Awareness Course
* IQ Advance Training – 100% Completed
* Staff Training for Management and Supervisory Development

LANGUAGES

Afrikaans: Home Language

English: Written and Spoken

PERSONAL ATTRIBUTES

* Self-motivated and dependable

* Willing to go the extra mile

* Eager to learn and develop new skills

* Strong team player

* Able to work independently and take responsibility

* Organised and detail-oriented

REFERENCES

Liana Pretorius

Contact: 083 274 3148

Chris vd Merwe

Contact : 072 898 0609

Additional references available on request.