Lesego Maria Mathopo

Midrand, Gauteng | 076 255 9421 | lesego.mathopa1@gmail.com

PROFESSIONAL SUMMARY

Bachelor Degree in Community Development graduate with experience in retail, administration, and HR support. Strong in operations coordination, customer service, and staff support. Seeking an administrative or community development role.

WORK EXPERIENCE

ASAP Manager, Pick n Pay | 2024 - Present
• Managed sales performance and tracked KPIs using BI systems
• Coordinated staff schedules and daily operations
• Led team meetings and ensured workflow efficiency

Admin Clerk / HR Assistant, Pick n Pay | 2022 - 2024
• Supported payroll and HR administration processes
• Assisted with disciplinary procedures and record keeping
• Managed communication, emails, and invoice processing

Cashier, Pick n Pay | 2019 - 2022
• Processed transactions and maintained customer satisfaction
• Handled cash balancing and daily reconciliation

Cashier, Game (Mass Stores) | 2015 - 2019
• Delivered customer service and handled transactions accurately

EDUCATION

• Bachelor Degree in Community Development, UNISA
• Call Centre Management Certificate, Call First Agencies
• Matric, Masiqhakaze Secondary School

SKILLS

• Customer Service and Communication
• Administration and HR Support
• KPI Tracking and Sales Support
• Time Management and Multitasking
• Microsoft Office (Word, Excel, Email)

REFERENCES

Available on request