

Maditshaba Ntsoane

Hard-working and experienced Spa Receptionist with several years of experience in customer services, product distribution as well as maintaining good and positive relationships with the clients for future business. Bringing my ability to manage the front desk with poise and dedication. I am eager to join a new team of people and assist as a dedicated and passionate receptionist.

maditshabantsoane2@gmail.com



0743725565



Unit 126 Isiqalo esisha ,Wildplum St, Fleurhof 1709, Roodepoort, South Africa



EDUCATION

Bcom economics

University of South Africa

Present

Higher Certificate in economics & management sciences

University of South Africa (Unisa)

07/2021

NQF L4 (120 credits)

CompTIA N+

Pearsonvue

10/2024

Microsoft 365 Fundamentals

Pearsonvue

12/2023

CompTIA A+

Pearsonvue

09/2023

IT Service Management (ITil v4)

Peoplecert

02/2022

WORK EXPERIENCE

Beauty therapist /Front desk

MoreWellnes _World of Golf

11/2019 - 06/2024

Woodmead

Achievements/Tasks

- Welcome clients upon arrival and create comfortable treatment and waiting area.
- Provide professional advice on product recommendations at the client's consultation.
- Design comprehensive face & body care routine for clients, encompassing schedules, product and techniques.
- Communicate with clients between treatments to deliver consistent customer service.
- Sales from providing exceptional service and maintaining a positive, energetic attitude.
- Communicating with clients and suppliers in email.
- Grow the client base by building and maintaining relationships with clients.
- Safeguard sensitive and confidential data in compliance with security best practices.

Contact

:

Mrs Loren deVilliers: +27829012686

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Mr Theo Thaver: +27790429874

Beauty therapist /front desk

Camelot Spa

01/2018 - 06/2019

Westlake, Melrose arch, Johannesburg

Achievements/Tasks

- Upload consultation forms and related documents onto the computer system.
- Communicate with clients between treatments to deliver consistent customer service.
- Increase ad-on purchases by upselling appropriate face & body products.
- Expand service offering by introducing new techniques and technologies.
- Maintain hygiene and organized space.
- Book appointments and make payments at reception.
- Safeguard sensitive and confidential data in compliance with security best practices.

Contact

:

Mrs Tammy Nanahay : +27723644476

Administrative assistant

Modern Gaming

Braamfontein, Johannesburg

Achievements/Tasks

- Organize and store hardcopy files.
- Answer phone calls and perform clerical office functions to address queries, concerns and escalating complaints to management.
- Answer and manage incoming and outgoing calls while recording accurate messages.
- Monitor waiting and common areas to maintain cleanliness and organization.
- Safeguard sensitive and confidential data in compliance with security best practices.

Contact

:

Mr Kopano: +27787482775

SKILLS/EXTRAS

- **Driver's License**
- **Non-smoker**
- **Organizational and efficient working**
- **Excellent verbal communication (English & Nguni)**
- **Teamwork**
- **Decision making**
- **Self - management**
- **Creativity**
- **Punctual**
- **Willing to learn and grow**

COMPUTER LITERACY

MS office, word, excel, outlook, emails.

Typing and responding to customer queries.

Data typing and data capturing.