**Willard**

**Willard.359543@2freemail.com**

 **Profile Summary**

I am an ambitious, highly self-motivated individual with a vision to effect positive change in any Business environment through the improvement of processes with a focus on increasing sales, customer satisfaction, brand recogniton and organisational skills. I am a Masters of Commerce graduate with experience in Retail and Administration.

**Experience**

**OK Zimbabwe Limited Bindura, Zimbabwe**

*Supervisor: Shop Floor Jan 2015 – Dec 2016*

* Maintaining standards on economic order quantities to avoid running out of stock.
* Managing Retail staff on the shop floor including cashiers and merchandisers
* Preparation of monthly budgets and taking corrective action
* Identifying current and future trends which directly impacts on sales
* Maintaining high standards of customer service, health and safety
* Analysing weekly operations and financial statements.
* Maintaining high standards of customer service
* Internet research on latest trends

**KZN Department of Education Durban, South Africa**

*Teacher Jan 2013 – Dec 2014*

* Teaching Grade 11&12 Accounting, Business Studies and Economics
* Designing lesson plans accordingly as prescribed by the work schedule
* Marking and recording of CASS components
* Classroom management, Facilitation of learning and Leadership and discipline enforcement
* Intensive revision and supervision of home based study groups
* Attending moderation workshops

***Academy of Computer and Business Studies* East London, South Africa**

*Administrative Assistant cum Tutor Jan 2011 – Dec 2012*

* Admin Clerical – typing, faxing, email correspondences and filing
* Sourcing and follow up of venues as well as liaising with suppliers
* Implementing and following up on action points
* Updating managing databases and creating and filing invoices
* Capturing times worked by staff on invoicing package
* schedule and coordinate meetings, appointments and travel arrangements for managers
* recording, compiling, transcribing and distributing minutes of meetings
* Attending to visitors’ queries
* Managing stock control and stocking of general office consumables
* Organisation and staff management on and off site
* Conducting tutorials on business numeracy and Economics courses

**OK Supermarket, Bindura Zimbabwe**

*Customer Services Agent Jan 2009 – Dec 2010*

* Greet customers as they arrive and ask them to provide any kind of assistance.
* Provide information on company’s products and services.
* Escort customers to their aisles of choice to locate products.
* Handling of unruly customers tactically
* Provide pricing information to customers
* Prepare customer and productivity reports for the benefit of the supervisor`
* Managing incoming on the support help desk
* Handles the tasks of attending visitors and organizing meetings
* Walk customers through the purchasing process in order to expedite the procedure
* Performs other administrative tasks as required
* Answer customers' questions, and provide information on procedures or policies
* check invoices against services requests and verify invoices
* ensuring general cleanliness
* Participating in OK Grand Challenge promotion

**OK Zimbabwe Limited Bindura, Zimbabwe**

*Cashier Dec 2003 – Jan 2005*

* Operating the cash register and daily banking at the cash office
* Receive payment by cash, check, credit cards, vouchers and debit cards
* Issue receipts, refunds, credits, or change due to customers.
* Part-time till operators supervision and adhering to ethical behaviour principles
* Count money in cash drawers at the shift end and making sure there is adequate change.
* Greeting each and every customer who comes by the pay point section
* Maintaining high levels of customer relationships
* Answer customers' questions, and provide information on procedures or policies.
* Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners

**Education**

**Master of Commerce in Economics (M.Com by Research)**

*University of Fort Hare (UFH) Jan 2013 – Dec 2014*

**TOPIC:** An examination of the demand for money in Swaziland: A cointegration and Vector Error Correction Mechanism Approach

**Bachelor of Commerce: Honours in Economics**

*University of Fort Hare (UFH) Jan 2008 – Dec 2008*

* Financial Markets, Microstructure and Regulation, Advanced Micro and Macro Economics, Debt Markets, Equity markets, Derivative markets, Forex markets, Monetary Economics, Advanced Econometrics and Research

**Bachelor of Commerce: Business Management and Economics**

*University of Fort Hare (UFH) Jan 2005 – Dec 2007*

* Financial Accounting, Financial Management, International trade theory and policy, Marketing management Operations and purchasing management, Money, Banking and International Finance, Statistics and Public Finance

**Achievements**

* Awarded prestigious presidential scholarship for undergraduate studies 2005 – 2007
* Finalist in the best business plan competition sponsored by SA Vodacom and Eastern Cape Development Cooperation in 2007

**Skills**

* Microsoft office (Word , Excel ,Power Point, Access, Publisher)
* Web based Email and Outlook
* Good cutomer services
* Negotiation skills
* Basic accounting skills
* Organisation and administration skills
* Fluent English speaking, reading and writing
* Qualitative and Qualitative Research and EViews statistical software package
* Econometric modelling and interpretation of empirical findings

**References**

 ***Available upon request***