ROYCE MWALE

CASHIER | SALES ASSISTANT | BUSINESS ADMINISTRATION

CONTACT

0974710819

mwaler793@gmail.com

Obama, Chelstone, Lusaka

PROFESSIONAL SUMMARY

A reliable and hardworking individual with experience in cashiering, sales and customer service. Comfortable handling customer enquiries, processing transactions, assisting with sales and maintaining an organised working environment. Also holds additional training in Business Administration, Occupational Health and Safety, and Leadership and Human Resource Management. Quick to learn, adaptable and able to work well with others while maintaining a positive attitude towards assigned responsibilities.

CORE COMPETENCIES

- Cash Handling and Transaction Processing
- Customer Service and Client Relations
- Sales and Product Promotion
- Communication and Interpersonal Skills
- Basic Business Administration
- Time Management and Organisation
- Teamwork and Adaptability
- Workplace Health and Safety Awareness
- Microsoft Office Skills

PROFESSIONAL EXPERIENCE

Cashier | Ukwimi Trading Wholesale
2021 – 2022
Key Responsibilities:

- Received payments from customers and processed cash transactions.
- Issued receipts and ensured accurate recording of sales.
- Assisted customers with enquiries and provided friendly service.
- Handled cash responsibly and maintained accuracy when giving change.
- Helped maintain an organised and clean checkout area.

Sales Assistant | Magileti Bakery
2022 – 2024
Key Responsibilities:

- Assisted customers with product selection and purchases.

- Promoted bakery products and responded to customer enquiries.
- Received customer orders and assisted with sales transactions.
- Maintained cleanliness and proper arrangement of products.
- Helped monitor product availability and restock items when necessary.
- Provided courteous service and maintained good customer relationships.

EDUCATION

Grade 12 Certificate
Nyimba Day Secondary School | 2020

Grade 9 Certificate
Petauke Day School | 2017

PROFESSIONAL TRAINING AND CERTIFICATIONS

Muchindu Technical Institute of Business and Agriculture (MTIBA)
Certificates awarded: 30 October 2026

- Occupational Health and Safety Management Skills
- Business Administration Skills
- Leadership and Human Resource Management Skills

PERSONAL ATTRIBUTES

- Hardworking and responsible.
- Honest and dependable.
- Willing to learn and develop new skills.
- Able to work independently and as part of a team.
- Adaptable to different working environments.

REFERENCES

Sylvester Sakwenda
Manager – Ukwimi Trading Wholesale
Contact: 0976246085

Mr Vincent Nyirenda
Manager – Magileti Bakery
Contact: 09798232589