SFISO MBUNDWINI



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PERSONAL STATEMENT

Realization of survival is key before one can explain themselves. I'm a person with many skills and would consider my best trait being time management and finding best ways of doing things yet room for progress shall forever be present. Wherever there is strength weakness ought to be present as well. Despite all that, I believe wherever you might work you should always treat a business as your own as that's where your survival is dependent on.

CORE QUALIFICATIONS

- Intermediate to semi advanced in Microsoft office.
- Three years experienced as a receiver and dispatch clerk.
- Obtained extensive knowledge as a data capture and processing PODs.
- Credited on an operational management module.

EDUCATION

- Sir Pierre Van Ryneveld High School (Grade 12)
- University of South Africa (National Diploma in Agricultural Management)
- DPD Laser (Company certificate Customer service management)

WORK EXPERIENCE

Customer service Specialist, 01/11/2022 - Current
DVS South Africa

- Liaise directly with the Suppliers, Drivers, Customer RTMS to ensure TRIP adherence.
- Monitor individual trip movements to be executed as provided in the Fine Loads Screen
- Assign appropriate Driver and Vehicle in VFT to the TRIP
- Monitor assigned vehicle and driver on GPS tracking to ensure on time collection and delivery.
- Liaise with suppliers on delays at pickup and escalate to Management and CLIENT RTM
- Report and vehicle breakdown or delays and take corrective action.
- Monitor drivers on assigned routes and report any delays and take corrective actions.

- Ensure that all loads status updated are updated within VFT within maximum of 15min from time of actual event.
- Update VFT with all relevant Supplier and CLIENT references on each load
- Monitor updating of POD's by Scanning team and ensure loads are completed.
- Ensure time of completion of trip times within Trip rate and should trip Time be exceeded report prior day trips times vs plan for rate escalation.

Executive customer service agent, 10/2016 - 09/2022
Dawn Wing now trading as DPD Laser

- Answering call regarding parcel tracking and querying delivery ETA.
- Conducting investigations on lost or broken parcels.
- Handling customer complaints.
- Providing reports to clients.

Quality controller (Receiver and dispatcher), 2012 - 2015
DCB Logistics

- Process incoming freight from clients.
- Dispatch freight to clients.
- Manifest freight to varies branches for delivery depending on the service type selected.
- Debrief collection and delivery sheets.

HOBBIES AND INTERESTS

- Watching documentaries mainly about artificial intelligence and historical events.
- Quite intrigued by the universe and the possible existence of life and new technology beyond our realm.
- One of my new hobbies would be cooking.

REFERENCES

- DVS South Africa – Thibe Tshwane (Site Manager)
- Dawn Wing – Adel Butterworth (executive customer service Manager) 010 600 2323
- DCB Logistics – Davis Ramalisa (operations supervisor) 011 230 2000