KELEBOGILE KHUNOU

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South Africa, Randburg

SUMMARY

Results-driven administrative professional with 3 years of experience providing exceptional support to teams and managers. Proven track record of improving efficiency, enhancing customer satisfaction, and demonstrating adaptability in fast-paced environments. Throughout my tenure, I demonstrated my ability to handle complex projects and deliver valuable insights. I am driven by core values such as honesty, integrity, transparency, responsibility, and loyalty. My ethical standards and accountability are the cornerstones of my professional conduct. I am also innovative, respectful, and highly value time management. I am eager to bring my dedication and expertise to a dynamic team where I can furthe develop my skills and make a meaningful impact.

WORK EXPERIENCE

Fleet controller and administrator

August-2024 to date

- Live tracking and monitoring customer fleets
- Routing and De-Routing of vehicles (long distance and local trips)
- Monitor and track fleet movements via designated systems.
- Management of Drive-Cam as well as Tracking reports
- Escalating and sorting out Support / Software related issues on the systems
- Providing Adhoc reports
- Compiling accidents and hijacks reports
- Handle all travel log sheet and driver dispatches
- Daily communication with drivers on position, loading, offloading etc
- Adding, scheduling and updating statuses to the Flee Tracking sheets of cross boarder fleet/ trucks
- Handling PODs from drivers and missing documents queries.
- Daily client tracking reports to clients and clearing agents.
- Operational administration regarding transport and weighbridge records, tolls and diesel slips
- Ensuring drivers are correctly briefed and movements are planned to obtain maximum efficiency
- Ensuring all relevant departments are notified immediately of any accidents, incidents, spillages and breakdowns

CLIENT SERVICE ADMINISTRATOR

- Pay Monthly Queries- Customer service
- Billing invoice
- Retains old customers
- Updating customer details
- Negotiating and assisting with payment arrangements
- Providing exceptional customer services
- Answering and calling customers

CLIENT SUCCESS ADMINISTRATOR

- UD
- Trucks
- Bring vehicle into stock (Adp System)
- Filling
- Data capturing
- Switch board operator
- Parts admnistrator
- Processing all parts, sundry invoices
- Stocktaking
- Invoicing
- Trucks portal Banking Assist with parts invoice
- Ordering and maintaining stationary

EDUCATION

Altmont technical high school (Grade 12) - 01/2004 – 12/2008

SKILLS

- ADP system skills
- SAP
- Dynamics – ENT and ZA
- Scheduling management
- File management
- Teamwork and collaboration
- Administrative support
- SP Sams
- Salesforce
- Data collection
- Problem solving
- Microsoft (excel, outlook, words and PowerPoint)
- Call management

REFERENCE

- **Andre Roos (Parts Admin Manager)**
  UD Trucks
  Andreo@mcmotor.co.za, 0114395304

- **Benjamin (Call centre Team Leader)**
  Catch consultant
  Beriani@catchconsultant.co.za, 0114395337

- **Paballa Molefe (CSA Manager)**
  Mix by Powerfleet
  Paballa.Molefe@powerfleet.com, 078 501 1331