

# SANDY SIBANYONI

## PROFESSIONAL SUMMARY

I am an ambitious, hardworking individual who is always passionate about people and delivering excellent service. My vision is to bring commitment, integrity and competence to the working environment. To grow through the ranks and be an asset to the organization I work for even as I play a part in growing the industry within which I work. I have developed a wide range of applicable skills, including problem solving, organizational skills, excellent communication skills, delegating and allocating tasks.

## EDUCATION

### METRO MINDS

National Certificate in Freight Forwarding & Customs Clearing Level 4 (March 2012-December 2012)

### METRO MINDS

National Certificate in Freight Forwarding & Customs Clearing Level 3 (September 2010- July 2011)

### UNIVERSITY OF JOHANNESBURG

Diploma in Transportation Management (2008-2010)

### MODULES: 2008

- Contract Management
- Industrial Relations
- Marketing Management
- Road Transport Legislation
- Strategic Management

### MODULES: 2009

- Project Management
- Research Essay
- Transport Economics
- Transport Operations planning

### MODULES: 2010

- Air Transport
- Import and Export
- Logistics Management
- Moving South Africa - Research

## PERSONAL DETAILS

**Mobile Details:** 073 238 0804

**Email Address:** [sandysibanyoni@yahoo.com](mailto:sandysibanyoni@yahoo.com)

**Location:** Johannesburg Area, Gauteng, South Africa

**Nationality:** South African

**Race:** African

**Gender:** Female

**Date of Birth:** 1976-04-18

**Marital Status:** Customary marriage

**Driver's License:** Code 10

**Availability:** 30 Day Notice

## WORK EXPERIENCE

**Company:** Rhenus Logistics

**Position:** Client Service Representative

**Period:** October 2017 to date

### Client Liaison:

- Liaise with client continuously and in pro-active manner regarding shipments events.
- Present the company as and when required i.e. company functions, clients meeting, etc.
- Send daily status reports to clients with current information on all their shipments.

### Forwarding/ Indent monitoring:

- Relay information to origin offices relating to pending orders to establish ready date.
- Monitor daily closer to ready date as to ensure cargo collected on ready date.
- All information needs to be cross communicated to this person to ensure delegated work had been executed.
- Ensure documents are received in full as to enable to process clearance and invoice out (Require origin invoice, applicable bill, suppliers' invoice & packing list, certificates where required).
- Hand over shipment information when all documents received to operations and continue monitoring.

### Rates

- Responsible for all rates relating to existing clients, including changes relating to freight rates (origin, warehousing & annual clearing rates).
- Rate proposal updates for existing clients and negotiations for existing clients on current shipments to ensure cargo is moved at best possible price with a marginable profit.
- Communicating sell rates to origin office/Communicate buy and sell rate to operations.

## **ALEXSAN KOPANO EDUCATIONAL TRUST**

Computer Literacy (2006)

### **MODULES:**

- Introduction to Your Workshop
- Introduction to Computer Technology
- Using PC
- Keyboard Skills
- Windows XP
- Overview of PC Application Software
- Work 2003
- Problem Solving & Troubleshooting

## **BUSINESS FUNDAMENTALS**

### **MODULES**

- Basic Business Communication
- Telephone Skills
- Self-Empowerment
- Time Management
- Work Management
- Business Mathematics
- Basic Accounting Concept
- Economic & Taxation

### **MODULES**

- MS Word 2003
- MS Excel 2003
- MS PowerPoint 2003
- MS Outlook 2003
- Internet Explorer

## **REFERENCES**

**Name:** Adelia Herridge

**Position:** General Manager

**Company:** Avio Clearing & Forwarding

**Contact no:** 082 602 9745

**Name:** Olga Sharp

**Position:** Operations Manager

**Company:** Afristar Freight Service

**Contact no:** 082 371 6994

## **Managing of Key Accounts**

- Quality checks all estimates prior to sending to client.
- Query resolution and assist all departments as well as client to resolve any query pertaining to a client in my portfolio speedy.
- Ensure clearing instructions or export instructions are completed in full. And client's information is continuously updated on Cargo Wise.

**Company:** World Net Logistics

**Position:** Client Service Assistant

**Period:** Nov 2015 to Sept 2017

- Liaise with client continuously and in pro-active manner regarding shipments events.
- Relay information to origin offices relating to pending orders to establish ready date.
- Monitor daily closer to ready date as to ensure cargo collected on ready date.
- Obtain shipment and documents.
- Create status report /Assist and resolve debtor's queries/ Management of estimate

**Company:** World Net Logistics

**Position:** Ocean Freight Controller

**Period:** July 2012 to Oct 2015

- Quality check all documents received to verify all is complaint and ready to proceed.
- Handover off files to entries department on time /Correct receipts of delivery release orders.
- Prepare necessary documents for Port Health/ State Vet and Plant Inspection.
- Apply for release of shipments to the shipping lines/ instructions send to the transporters.
- Ensure all milestones are completed in Cargo Wise as to have accurate information available.
- Arrange charges from the shipping line and transporters.
- Make payment to shipping lines and service providers.
- Ensure containers / cargo is moved without delay.
- Notify Client service or Warehouse on scheduled delivery dates.
- Proof of delivery is received within 48 hours of delivery.
- Put the status update of the shipment on Cargo Wise for client service.
- Make sure invoice is done in line with clients agreed tariff and requirements.
- Scan copies of all invoice and supporting documents to Client Service and EDOCS on Cargo Wise.
- Profit & Loss is printed and verified correct by signing each one and placing it on the associated file.
- Ensure WIPs and accruals are checked on invoicing and file status change to complete

**Company:** World Net Logistics  
**Position:** Junior Ocean Freight Controller  
**Period:** July 2010 to June 2012

- Receiving the documents from client service.
- Requesting shipped on board details & freight charges.
- File registration / Framing cargo dues
- Forwarding the shipped-on board details of all handover to the nominated clearing agent as indicated by the consignee.
- Invoicing handover files & Processing of releases/Delivery Release Order to handover agents and ensuring that all outstanding charges are paid.
- Handling groupage boxes doing cargo manifest and arranging transport.
- Send overseas invoices/credit notes to accounts after authorization from the manager.
- Tracking the shipment and update the status report.

#### **STRENGTHS, SKILLS & COMPETENCIES**

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**INTERPERSONAL SKILLS:** Sensitive and receptive to others and intuitively adapt behaviour to steer relationship towards desirable, collaborative outcome. Can read interpersonal dynamics accurately.

**PRESENTATION SKILLS:** Confidently articulate ideas to different audiences; develop and prepare materials.

**ANALYTICAL SKILLS:** Able to critically investigate and evaluate information and implications thereof.

**STRATEGIC SKILLS:** Establishing objectives, actions, required resources.

**LEARNING CAPABILITY:** Highly investigative nature. Able to quickly grasp and use new abstract, conceptual information.

**SELF-MOTIVATION:** Highly committed; strong follow through; energetic, resilient.

**FOCUS:** Clear and strategic understanding of legal principles and their implications. Able to see and work towards big-picture outcomes.

**RESULTS DRIVEN:** Set high performance standards for self and others.

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