



Wendy van Zyl

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KEY POINTS

33 + years shipping experience

Very comprehensive knowledge of the procedures related to import and export.

Excellent working knowledge of import and export industry terminology as well as documentation processes.

Excellent communications, coordination and alignment skills

Fluent in English, Afrikaans

Very good at prioritising and multitasking.

OBJECTIVE

Accomplished Customer Service Professional with strong people skills and highly engaged work ethic. Self-directed, highly motivated to find a resolution to problem-solving. I have an excellent working relationship with all internal departments & external customers.

WORK EXPERIENCE

Old Oaks Bed & Breakfast and Coffee Shop

Owner – 2017 Current

- Bed and Breakfast (started our own BB from Scratch)

Ecu Line SA Pty Ltd

Import Manager 2013 - 2016 (all ports Durban / PE / Jhb / Cape Town)

- Managed and monitored various KPI's to ensure the facility was meeting its goals.
- Trained, coached and disciplined my team to ensure their compliance with all company policies.
- Drove my team of 16 controllers to achieve company initiatives and achieve a high level of productivity.
- Performance monthly
- Organized all import documentation for goods and prepare schedules for shipments.
- Ensured customer satisfaction with regular follow ups and addresses quickly client problems or issues.
- Established long-term relationships with new clients and grew new business.
- Rate Negotiations with Hauliers / Suppliers
- Invoicing
- Profit & Loss
- Queries Suppliers / Forwarders / Overseas Agents / Shipping Lines

Kapele Freight & Logistics

Senior Sea & Airfreight Controller 2007 - 2013 (East London Branch & Port Elizabeth Branch)

- Indents
- Receiving and placing indent to overseas agents
- Liaising with overseas office and local agents requesting shipping details
- Issuing client status reports on a weekly basis informing them of any delays on orders
- Sea & Airfreight Import & Exports
- Receiving and liaising with shipping lines and groupage agents for required

SKILLS :

- Commercial awareness
- Confidence
- Excellent interpersonal skills
- Maturity
- Numerical skills
- Patience
- Perseverance
- People skills
- Multitasking
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documentation

- Performing procedures from registration to delivery of cargo to client
- Customs collections and deferment
- Petty cash and banking
- Special deliveries
- Customs examinations
- Port health release
- Cargo dues
- C.T.O's
- Issuing and payment of accounts
- Day to day running of the office in East London

Gap Year

Part 2005 to part 2007

- Renovating old houses

Ecu Line SA Pty Ltd

Export Seafreight Controller 1 July 2004 – 30 September 2005

- Compiled a sailing schedule and forwarded to all export clients
- Quotations of all export shipments
- Accepting of all export bookings and issued clients with booking
- Making bookings with shipping lines for various routes offered
- Issuing of cargo dues
- Issued container depots with manifest and liaised with packing Container.
- Advised clients on container details and shipped on board date
- Issued house bill of lading and invoices once vessel has sailed
- All relative documents sent via courier to our overseas office advising them of container
- Acquittals sent to shipping lines
- Negotiated special rates from hauliers
- Profit and loss

CFR Freight SA

Export & Import Seafreight Controller 1/5/2001 – 31/6/2004

Export Seafreight Controller

- Compiled a sailing schedule and forwarded to all export clients
- Quotations of all export shipments
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- Making bookings with shipping lines for various routes offered
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- Acquittals sent to shipping lines
- Negotiated special rates for hauliers
- Profit and loss

Import Sea Groupage Controller

- Receiving of all overseas groupage documents

- Registering and batching of documents
- Issuing arrival notification to various departments / clients clearing agent's to enable them to clear customs and the shipment prior to vessel docking
- Forwarding all relative documents to the shipping lines, Portnet and container depots Arranging for various payments of the shipments
- Issuing of DRO's on production of payment and correct customs documents
- Arranging container unpacks
- Banking, issuing of cheques, petty cash and casual wages
- Payments of company's accounts
- Handling of all Import / Export queries should controllers not be able to handle
- Issuing weekly and monthly statements to clients that have a credit facility
- Assistant Manageress

Renfreight Forwarding (Safcor)

Import Seafreight Controller 9 February 1998 – 31 April 2001

- Controller for 30 import clients (commodities ranging from car parts, paint related material, hides, personal effects etc)
- Receiving and registering of clients documents
- Requesting documentation direct from client to arrange customs clearance
- Forwarding the files to the entry clerks so that they can process the bill of entry
- Forwarding the correct documents to the shipping lines once documents have been processed by customs
- Responsible for payment to the shipping / groupage operator's / container depots
- Processing of CTO should client wish to nominate their own hauliers Delivery or cargo direct to client's premises
- Negotiating rates with hauliers
- Arranging Vet Release / Port Health Release for applicable shipments
- Arranging appointments for customs stops, release of custom stop shipments
- Schedules produced on a weekly / monthly basis to clients and
- updating them on the progress of their indent shipments

Lochhead White & Womersley CC

Import Sea Groupage Controller 1 December 1988 – 6 February 1998

- Receiving of all overseas groupage documents
- Registering and batching of documents
- Issuing arrival notification to various departments / clients clearing
- Agent's to enable them to clear customs and the shipment prior to the vessel docking
- Forwarding all relative documents to the shipping lines, Portnet and container depots
- Arranging for various payments of the shipments
- Issuing of DRO's on production of payment and correct customs Document's
- Arranging container unpacks

Import Airfreight Controller

- Receiving and registering of all Import Airfreight documents
- Forwarding all customs documents to customs and liaising with the Custom's officer regarding the customs clearance of the shipment
- Liaising direct with client regarding the delivery of cargo
- Responsible for all payments referring to the airfreight shipment
- Invoicing out all overseas currency charges to the client

- Debtors and creditors
- Handling of all provisional payments
- Handling of bank guarantees
- Refunds

Receptionist

- Being the introduction to the Company
- Managing a switchboard with 6 incoming lines and 30 extensions
- Filing and distribution of all management correspondence
- Faxing all the faxes for the whole company
- Receiving and distributing of all incoming faxes
- Typing up of memo's
- Sending, receiving and distributing of all telex's
- Registering and filing of all clients import permits.
- Import Permit Schedule for balances
- Bank Guarantee / Cancelling of

EDUCATION

REFERENCES

- LOCHHEAD WHITE & WOMERSLEY - 041 -3744630
- Roy Ayres
- Mike Lynsey (think he is retired)
- You can also speak to Lance Peterson to give you a motivational ref (He was my supplier at that time before he got a position at LWW who is known as Tiger now)
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- CFR FREIGHT - 041-4050600
- Sheryl Lacey (She is now branch manager at Schenker 041-4022800)
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- RENFREIGHT - 041- 501322 (Now known as Safcor Panalpina BPL)
Len Joshua (Import Manager) Fannie Stassen (Forwarding manager)
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- Kapele Freight - 041-5812001
- Gideon Botha 011/3984900
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- Ecu Line (not allowed to give ref)
- Michelle Deysel
- Lynley vder Walt

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