

Neriah Mphasha

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Profile

Detail-oriented and proactive Logistics Fleet Controller with 4 years of experience in managing and optimizing fleet operations in fast-paced logistics environments. Demonstrated success in vehicle dispatch coordination, driver performance monitoring, and ensuring compliance with safety and regulatory standards. Proficient in fleet management systems, route optimization, and cost-saving strategies. Strong communicator with a problem-solving mindset, committed to operational excellence and continuous improvement in logistics workflows.

Experience

NATIONAL FLEET CONTROLLER | MADIBANA SA | FEBRUARY 2025 – PRESENT

- **Fuel Management:** Monitor fuel usage at both account and vehicle levels to prevent wastage and theft; reconcile fuel transactions with trip logs and consumption records; investigate discrepancies and implement corrective actions.
- **Vehicle Tracking & Driver Monitoring:** Use tracking platforms to ensure safe driving practices; analyze reports for speeding, harsh braking, unauthorized stops, and route deviations.
- **Vehicle Inspections & Maintenance:** Conduct regular inspections; ensure timely servicing per manufacturer guidelines; monitor wear and tear to prevent breakdowns.
- **Compliance & Documentation:** Maintain valid vehicle licenses and driver permits; conduct regular audits to ensure regulatory compliance.
- **Insurance & Claims:** Manage claims for hijackings, theft, and accidents; coordinate with branches and insurers; compile and submit required documentation promptly.
- **Breakdown & Emergency Response:** Coordinate roadside assistance and vehicle recovery; maintain a database of service providers; arrange replacement vehicles when needed.
- **Reporting & Administration:** Generate and analyze fleet performance reports; maintain records of transactions, servicing, and incidents; provide management with insights on efficiency, costs, and improvement areas.

JUNIOR LOGISTICS ANALYST | NGCOBO MOLAPO LOGISTICS | OCTOBER 2022 – NOVEMBER 2024

- Analyzed and interpreted logistics and supply chain data using advanced statistical techniques and analytics tools to identify inefficiencies and recommend strategic improvements.
- Designed and implemented robust data collection systems to enhance operational accuracy and quality.
- Led end-to-end analytics projects, from requirement gathering to execution, delivering actionable insights through KPI evaluation and business reporting.
- Focused on optimizing transportation processes by tracking shipments, analyzing costs, negotiating with carriers, and developing cost-saving strategies to streamline logistics operations and improve overall supply chain performance.

SALES ASSISTANT | YUPPIECHEF | JULY 2019 – SEPTEMBER 2022

- **Customer Service:** Greet customers, identify their needs, recommend suitable products, and provide accurate information and assistance throughout the shopping experience.
- **Sales Support:** Process transactions, handle returns and refunds, and work toward meeting sales targets.
- **Merchandising & Store Maintenance:** Unpack deliveries, stock shelves, arrange merchandise, and create visually appealing displays while maintaining a clean and organized store environment.
- **Inventory Management:** Monitor stock levels, take inventory, and report discrepancies to management.
- **Product Knowledge:** Maintain a solid understanding of products and services to offer informed and persuasive advice to customers.

Education

- 1. BCOM LOGISTICS MANAGEMENT | DECEMBER 2021 | UNIVERSITY OF JOHANNESBURG**
- 2. SAP UNIVERSITY ALLIANCE ERP4SCHOOL FOUNDATION CERTIFICATION | DECEMBER 2017 | UNIVERSITY OF JOHANNESBURG**
- 3. MATRIC CERTIFICATION | DECEMBER 2012 | DENDRON, LIMPOPO**

Skills & Abilities

- Fleet Management Systems
- Route Optimization
- Vehicle maintenance coordination
- Crisis Management
- Reporting
- Logistics Coordination
- Regulatory Compliance
- Data Analysis
- Cost Control
- Strong communication skills

Reference

- Nico Moeketsi | Operations Manager: Madibana SA | 084 835 5789