

PRECIOUS SOPHY MOVUNDLELA

Supply Chain Assistant | Customer Service Support

PERSONAL DETAILS

Johannesburg, Gauteng

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PROFILE

I'm a Logistics and Supply Chain Professional with 2+ years of experience in customer service, cross-functional collaboration, and process optimization in logistics and e-commerce environments. I've demonstrated my ability to support high-volume operations (processing over 500 orders per day), manage client interactions, and contribute to service delivery improvements that enhance customer satisfaction by 20% and operational efficiency by 15%.

My skills include issue resolution, data accuracy, and internal coordination to ensure seamless workflow execution. I'm adept at identifying recurring problems, recommending improvements, and supporting teams in fast-paced, deadline-driven settings. I've successfully implemented process changes that reduced inventory discrepancies by 30% and improved delivery times by 25%.

I'm committed to delivering excellence across the logistics value chain while developing deeper expertise in procurement, inventory management, and transport coordination. I'm seeking a dynamic role where I can contribute to operational success and grow within a forward-thinking logistics or supply chain environment.

EDUCATION

BBA in Logistics and Supply Chain Management

IIE Rosebank College

2023

National Senior Certificate

Bokamoso Secondary School

2019

EMPLOYMENT

Customer Service Support Intern

Droppa

Apr 2024 - Present

- Participated in cross-functional projects to improve company-wide operations and strengthen interdepartmental collaboration.
- Proactively identified recurring customer issues and recommended process improvements to prevent future escalations.
- Created detailed documentation for common support inquiries, reducing response time and improving knowledge sharing.
- Acted as a liaison between customers and technical teams to ensure timely resolution of service-related issues.

- Streamlined support workflows, contributing to increased team efficiency and responsiveness.
- Adapted quickly to new systems and tools, contributing to the team's continuous improvement goals.
- Strengthened communication between internal departments through active engagement and problem-solving.
- Contributed valuable insights during team meetings on ways to improve customer service delivery.
- Resolved client issues promptly and professionally, improving customer satisfaction ratings.
- Handled approximately 30+ daily incoming calls, emails, and faxes, ensuring accurate routing and timely responses.
- Filling and capturing drivers' paperwork for billing.
- Handling overflow work and supporting the team as needed.
- Assisting with report preparation, copying, and binding.
- Receiving and distributing internal mail and correspondence.
- Providing general administrative support.
- Maintaining and updating the asset register on a bi-annual basis.

Brand Ambassador

Apr 2023 - Mar 2023

IIE Rosebank College

- Promoted brand awareness by engaging customers through product demonstrations and interactive activities in high-traffic retail environments.
- Educated consumers on product features and benefits, contributing to increased sales and customer interest.
- Collaborated with store teams to optimize promotional efforts and achieve campaign goals.
- Managed product inventory during events, ensuring optimal stock levels while minimizing waste.
- Created engaging content for social media to enhance brand visibility across digital platforms.
- Maintained consistent brand messaging across all materials, events, and communications.
- Gathered and reported valuable customer feedback to inform future marketing and product development strategies.
- Built professional relationships through networking at industry events, workshops, and conferences.
- Initiated and led a sustainability-focused campaign, enhancing brand image and connecting with environmentally conscious consumers.

SKILLS

Microsoft Office Suite

Customer-focused

Document Management

Data Entry

Cross-functional communication

Query tracking

Problem Solving

Complaint resolution

Time management

Supply Chain Optimization

Inventory Management

Order Fulfillment

Process Improvement

Customer Relationship Management

Data Analysis

REFERENCES

Customer Service Team Leader - Molebogeng Phetlhe

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Operations Manager Marcus Kuppan

+27 83 680 2133

Sales Manager – Droppa Randal Adams

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