

Sabelo Madonsela

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Objective

As a driven and motivated Business Administration graduate with a passion for the shipping industry, I bring a strong foundation in logistics and customer service. With experience in: - Warehouse dispatch and supervision - Shipping supervision - Logistics management - Collections. I'm confident in my ability to deliver excellent customer service, manage logistics, and drive sales growth. My versatility, work ethic, and passion for achieving objectives make me an ideal candidate. I'm eager to leverage my skills and experience to contribute to organizational success while pursuing growth and learning opportunities.

Experience

- Geewiz** 3/11/2021 - 06/11/2024
Shipping Supervisor
Key Responsibilities
 1. Packaging and Shipping
 2. Inventory Management
 3. Quality Control (inspecting incoming/outgoing items)
 4. Team Leadership (goal achievement, problem-solving)
 5. Health and Safety Compliance
 6. Housekeeping
 7. Training of employees
 8. Checking CCTV footage for missing items or parcels
 9. Proficient in ERP system
Achievements
I ensure timely order fulfillment, maintain inventory accuracy, and promote a safe working environment
- Herbalife International** 05/03/2019 - 23/03/2020
Customer Service Representative and Administrator
Key Responsibilities
 1. Handling member inquiries (phone, email, WhatsApp)
 2. Assisting with orders, payments, and applications
 3. Verifying proof of payments
 4. Escalating payment issues to finance team
Achievements
I provided top-notch support to members, ensured accurate payment processing, and resolved issues efficiently.
- Inspired Boutique clothing** 08/08/2017 - 27/02/2019
Cashier and customer service
Key responsibilities:
 1. Process transactions– scan items, enter prices, and collect payment (cash, card, or digital).
 2. Handle cash – give correct change, balance the till at the start and end of shifts, and follow cash-handling policies.
 3. Provide customer service – greet shoppers, answer product or price questions, and resolve any issues politely.
 3. Maintain the checkout area– keep the lane tidy, restock bags or receipt paper, and ensure all equipment works.
 5. Record sales – log each sale in the system and reconcile cash drawer totals.
 6. Prevent loss– watch for suspicious activity, follow refund and voucher procedures, and report discrepancies.

Education

- **Richfield** 2012
Businesses Administration
Tertiary
- **PC Training and Business College** 2010
Office Administration
Higher Certificate
- **Lenasia South Secondary School** 2008
Matric
Grade 12

Skills

- Skills Utilized 1. Excellent communication and customer service 2. Problem-solving and conflict resolution 3. Attention to detail (payment verification) 4. Multitasking (handling various channels: phone, email, WhatsApp)
- Skills Utilized 1. Attention to detail 2. Organizational skills 3. Leadership and team management 4. Problem-solving 5. Time management

Projects

- **Team Lead**
 1. Team Management: Guided a team of 25 call centre agents.
 2. Performance Monitoring: Ensured daily targets were achieved.
 3. Reporting: Maintained up-to-date daily reports

Achievements

I successfully led my team to achieve daily targets and maintained accurate reporting.

- **Shipping Supervisor**

1. Increased Shipping Efficiency: Improved the number of orders shipped out daily.
2. Quality Control: Ensured proper packaging, reducing damage and returns.
3. Cost Savings: Minimized losses from damaged parcels.

Impact

1. Enhanced customer satisfaction
2. Reduced operational costs
3. Improved team productivity

Reference

- **Karl Burgers - Geewiz**
Operations Manager
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- **Nomtha Khonqobe - Herbalife International**
Supervisor
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- **Blessed Mazibuko - Inspired Boutique clothing**
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