

Position Applied For:
Customer Services (Exports)
Candidate Name:
Phillip Mngoma
MPC Consultant Name:
Tracy Redfern
Date Referred:

Personal Details

Surname :
Mngoma
First Names :
Phillip Bongisani (Known as Bongi)
Nationality :
South African
Language Proficiencies :
English and Zulu
EE/AA Status :
AA
Availability :
30 Days
Career Summary
Company
Position
Duration
South African Breweries (SAB)
Account Manager
Jun 2013 - Current
Toyota
Export Customer Services Co-ordinator
Oct 2007 - May 2013
Toyota
Team Member
Jun 2005 - Sept 2007
Process Sales
Merchandiser
Dec 2002 - Feb 2008
Info Disc
Assistant, Stock Controller
Mar 2002 - Oct 2002

Academic History

Qualification :
B.Com Degree (Management Accounting)
Date Completed :
Current Studies
Institution :
UNISA

Qualification :
Matric
Date Completed :
1999
Institution :
Bhekameva High School



Computer Skills

Programs/Systems :

MS Office (Word, Excel, PowerPoint, Access, Outlook), SAP, Internet

Additional Training and Skills

Introduction to Windows '98 - Mangosuthu Technikon

MS Excel Basic - Toyota Academy (2007)

Completed the Circle Training Course for Leaders & Member - Toyota Motors Durban
(May 2006)

Phillip Mngoma
Resumé of Career to Date
Company Name :
South African Breweries (SAB)
Type of Industry :
Beverage Breweries
Period of Employment :
June 2013 - Current
Position :
Account Manager
Duties :

Output and Accountabilities

Maximize sales volume and market share
Implement national/ regional promotions in relation to the segmented Channel management process
Achieve pre-determined sales/brands and market share targets.
Influence liquor retail pricing within segments.
Maintain stock levels within segments.
Service outlets
Develop sound business relationships.
Maintain customer call rate as per SAB tailored service packages sector.
Conduct regular account reviews.
Provide merchandising support.
Handle Customer and Consumer complaints and queries.
Manage product quality in relation to SAB quality standards.
Manage sales administration.
Compile daily / weekly reports.
Determine pre-call planning objectives Manage B.T.L. placements.
Conduct personal sec audits.
Develop sound customer relationships.
Reason for Leaving :
Return to a more office based position

Company Name :
Toyota
Type of Industry :
Automotive
Period of Employment :
June 2005 - May 2013
Position :
Export Customer Services Co-ordinator
Promoted from
Team Member
Duties :

As Export Customer Services Co-ordinator
(October 2007 - May 2013):

Improve customer relations by ensuring the accurate capturing of sales orders, a

Arrange delivery, documentation, payments, attend to and resolve queries
Upload orders on the SAP as per letter of Credit requirement or Purchase Orders
Monitor production and completion of orders
Control stock level for Customers
Create cargo ready report for customers
Create weekly / monthly sales forecast and result for customers
Arrange customer entry and clearance (SAD500)
Arrange cross border documents (BLNS)
Arrange vessel, and or trucks quotations
Arrange road transport and sea freight with suppliers
Arrange relevant Insurance cover and certificate of origin with relevant parties

Meetings and liaisons with shipping lines, forwarding agents Service providers and with customers
Discuss service-level agreement with suppliers and customers
Presentation to top management in weekly meetings and monthly KPI's
Process payments using SAP, pivots table, and MS Excel
Prepare and dispatch document pack (B/L, SAD500, POD's)
Generate and distribute customer tax invoice
Arrange packing, fumigation and inspection
Arrange shipping documents for claiming MIDP Rebate
Arrange bill of lading, road certificate with shipping lines
Arrange logistics of vehicles and ensure that all vehicles are delivered on time

Ensure all documents are sent to the parties involved at pre defined timings

As Team Member

(June 2005 - September 2007):

Fitting part on vehicle in a production line
Create and develop standard operating procedures
Ensuring safety regulations compliance to all team members
Encourage standardized work sequences
Perform pre and post production duties
Ensure compliance with good governance
Reason for Leaving :
Career Growth and Development

Company Name :

Process Sales

Type of Industry :

Retail

Period of Employment :

December 2002 - February 2004

Position :

Merchandiser

Duties :

Fill the shelves

Make orders

Receive orders

Stock count

Reason for Leaving :

Part-time whilst studying. Left to focus on studies

Company Name :

Info Disc

Type of Industry :

Retail
Period of Employment :
March 2002 - October 2002
Position :
Assistant Stock Controller
Duties :

Merchandising
Stock control
Stock take
Problem solving
Reason for Leaving :
Company owners immigrating

MPC Recruitment Group | [Insert Consultant's Name Here]
[Insert Position Applied For Here] | [Insert Applicant's Name Here]
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■Candidate Name ■|■Phillip Mngoma XE
■MPC Consultant Name ■| ■Tracy Redfern