

LUSANDA MATIWANA



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📍 Parklands, Cape Town, 7441

ABOUT ME

A skilled professional with a Chemical Engineering foundation. Previous Refinery work experience, sales/contact center experience and current storage terminal experience. I possess a broad range of knowledge and skills.

EDUCATION

Cape Peninsula University of Technology
Btech: Chemical Engineering
2012-2015

Cape Peninsula University of Technology
ND: Chemical Engineering
2014

St James Senior Seconadry School
Grade 12
2011

SKILLS

- Supervisory
- Problem solving
- Microsoft Office
- Process Engineering
- Contact Center

LANGUAGES

- ENGLISH
- ISIXHOSA

WORK EXPERIENCE

Burgan Cape Terminal | Cape Town

Shift Supervisor & DCS Operator	April 2021–Current
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- Responsible for execution of terminal day-to-day activities.
- Translates orders from Customer (Services) into Operational tasks.
- Discuss the work to be done with the Terminal Operators and Customer Services.
- Planning and prioritising of all Operations in cooperation with Terminal Operators & Customer Service.
- Instructs Terminal Operators about how the work will be executed.
- Monitoring and adjusting of Operations based on data available in Control Room and feedback from Terminal Operators.
- Keeps the overview of all activities and provides feedback to Operations Manager, Customer Services, Operators and Maintenance Staff.
- Interferes and adjusts Operations in case of changes / delays and other disturbances in consultation of Customer Services and Operations Manager.

Burgan Cape Terminal | Cape Town

Terminal Operator February 2017-April 2021

- Execute orders regarding line-ups in the tank pits and pump rooms to prepare for product movements
 - Boarding vessels and inspect vessels to confirm compliance with company regulations and coordinate the Ship-Shore agreement with the Master or Chief Officer
 - Execute orders to commence and stop loading/discharge/transfer operations from the shift leader and commence/stop operations in co-ordination with the control room
 - Carry out minor maintenance in the plant to ensure safe and good housekeeping of the plant
- Monitoring and reporting on maintenance or project related activities at the Terminal and ensure that all product movements and maintenance are carried out in accordance with the company's Safe Work Procedures and practices
- Responsible for day to day

WNS Global Services | Claremont

Senior Associate August 2016-January 2017

- Make outbound calls and take inbound calls from Total gas and Power UK base SME customers
- Process transactions and take payments by manual direct debits
- Make alterations in customer current accounts, billing/invoicing
- Finding effective resolutions for customers in debt and setting up payment plans
- Using every opportunity to collect cash and minimise bad debt write offs.

REFERENCES

Aislin Koopman

Supervisor 1 (Process Engineer)

Phone: 021 508 3306

Noxolo Mpalala

Team Manager (Old Mutual)

Phone: 071 468 9322

Thembela Gobodo

Shift Supervisor (Burgan Cape Terminal)

Phone: 021 817 8601 / 071 095 0122

WORK EXPERIENCE

Telesales Consultant

January 2016–June2016

Old Mutual I Pinelands

-Making outbound calls

-Marketing products and logging sales online as per given target

In-service Trainee

December 2013–December 2014

Chevron I Milnerton

-Analyzing diesel samples and testing it for bacteria contamination, lubricity and CFPP

Reporting results to relevant stakeholders and monitor the correction of results

-Assisting in Engineering projects such as heat exchanger monitoring simulations

-Performed PROII TM modelling for a few heat exchangers and added heat curves to HTRI which the engineer can utilize in HEXMON

-Performed Draegar gas testing on the Platformer regen carbon burn for a week

-Did data cleanup for the Planning Department on the idea Quest site which involved liaising with engineers and stakeholders regarding project status data capturing