



# SIBONELO

# SHEZI

Operations Management Graduate

## OBJECTIVE

Ambitious Operations Management graduate with expertise in data capturing, quality control, and inventory management. Skilled in production processes, machine operation, and efficiency optimization. Proficient in IT, including Microsoft Office, web development (HTML, CSS, JavaScript), and version control (Git, GitHub). Adaptable and detail-oriented, committed to improving operations through technology and process efficiency.

## CONTACT

### PHONE:

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### WEBSITE:

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## SKILLS

### ✓ Web Development:

- **HTML** – Structuring web pages
- **CSS** – Styling with Flexbox & Grid
- **JavaScript** – Basic interactivity, DOM manipulation

### ✓ Version Control & Collaboration:

- **Git** – Initializing repositories, committing changes, branching
- **GitHub** – Hosting projects, pull requests, and collaboration

### ✓ Other IT Skills:

- **Computer Literacy** – Windows/macOS navigation, troubleshooting
- **Microsoft Office Suite** – Word, Excel, PowerPoint, Outlook
- **Cybersecurity Awareness** – Safe browsing & data privacy
- **Digital File Management** – Organizing, storing, and retrieving files

## EDUCATION

### Durban University of Technology

02/2018 – 28/2021

Diploma in Operations Management

Obtained 3.0 GPA. This Qualification aims to provide the students with the skills and knowledge in operations management. It is aimed at managers and potential managers who must understand and apply operations management principles and strategies within an operations environment.

- Relevant Coursework: *Introduction to Technology (ITLG101)* – Covered **HTML, CSS, JavaScript, Git, GitHub**, computer literacy, Microsoft Office, and digital File Management.

## WORK EXPERIENCE

### Clover: Yes Learner (Cheese Maker & Operator)

03/2023 – 03/2024

Typical tasks that cheese makers carry out in their daily jobs include ordering and purchasing milk, supervising the cheese making process, performing quality tests, wrapping/packaging cheeses and inspecting the aging process of cheese.

### Webhelp: Customer Service Associate

03/ 2022 –12/2022

Handling incoming calls

Refund queries

Replacement queries

None order related queries

### Metcan Manufacturing: Quality Control Intern

06/2021–12/2021

Oversaw completion of productivity goals and educated employees on established company processes.

Enhanced production methods and improved employee motivation to maximize team productivity.

Pitched in to assist supervisors and to handle various tasks

### Jam Clothing: Store Assistant

11/2020 – 04/2021

Greeting and serving customers as they enter the store

Advising and assisting customers

Handling customer complaints and forwarding serious issues the manager

Replenishing the supply of stock on the shelves

Assisting with store deliveries

### CCI: Customer/Technical support Representative

08/2015 – 12/2016

Handled incoming calls.

Provided technical support by troubleshooting.

Provided issue resolution for issues brought forward.

Resolved pending customer service complaint.

Logged and updated cases.

Escalated cases.

## REFERENCES

Available upon request due to POPIA