**CURRICULUM VITAE OF ZOLILE BRIAN LAMBERT**

142 Muller Street

Melton Rose

Eersteriver

7701, Contact No. 0736758870/0219020453

taahirl@yahoo.com

Identity Number: 7801185324088

Nationality: South African

Driver’s License: Code C1 (PrPDP)

Other Languages: Fluent in speaking, reading and writing Afrikaans, English and Xhosa

# ACADEMIC DETAILS

Grade 12: Mandlenkosi High School (1996)

Mandlenkosi Location

Beaufort West

6970

Telephone Number: (023) 4152400

Subjects: Xhosa (HG)/ Geography (SG)

English (HG)/ Afrikaans (HG)

History (SG)/ Biology (SG)

**OTHER SKILLS/COMPETENCIES**

Interpersonal Skills, Computer Skills (Word, Excel, Access, PowerPoint), Telephonic Skills, Conflict Resolution Skills, Working under pressure, Coaching and Leadership Skills and Call Centre skills. Team Building, Assertiveness, Goal Setting, Stress Management.

**WORK EXPERIENCE**

**A. Tess (Transport and Economic Support Services)**

March – July 2012

**Duties**

Data Capturing, Data Analysis, Project co-ordinator and Surveyor for the Golden Arrow Bus Services Route Verification within the Cape Metro pole. MyCity Bus route and kilometres verification and scheduling.

Supervisor: Bonita Petersen (021) 4222982

[tessctn@hotmail.co.za](mailto:tessctn@hotmail.co.za)

Manager: Petrus Ackerman (021) 4222982

0828504159

[Tess1@vodamail.co.za](mailto:Tess1@vodamail.co.za)

**B. City of Cape Town (Ad-Hoc)**

2007-2011

**Minibus Taxi Surveys**

**Duties**

* Interviewing Commuters about the service rendered by the My City Busses
* Minibus Taxi on board Surveys to determine the viability of the minibus taxis on the Blaauwberg area (Phase 1).
* Minibus Taxi Rank Surveys within the Cape Metropole to determine commuter supply and demand
* To perform bus, taxi, rail, minibus taxi, tourist modes surveys
* Passenger waiting times counts
* Assist in managing data collection with other team members
* Support regulations team through input on public transport survey information
* Prepare transport information of respective public transport modes

Mr Reggie Springleer

(021) 400 4719/0832863571

Mr. Mark Skrikker Mr. F. Petersen

0718739388/021 4830258 (021) 400 4119/0847020730

**C. WCL Trading (February 2008-2010)**

**1. Booking Clerk**

**Duties and Responsibilities**

* Attending to telephonic booking of Dial-a-ride clients to various areas within Cape Town
* (Call Centre duty) Attending to complaints and seeking constructive solutions to these complaints
* Documentation of complaints in a form of a report to the City of Cape Town
* Assist in cases of emergency in the transportation of clients to different areas within the Cape Metropolitan.

**2. Scheduler**

**Duties and Responsibilities**

* Planning of routes from pick up points to drop off points of clients
* Effective scrutinizing of Road by road operation of routes to reduce traveling time.
* Organizing of drivers to various areas for pick-up of passengers within Cape Town

**3. Office Administrator**

**Duties and Responsibilities**

* Answering telephones dealing with complaints and queries
* Data Capturing
* Making Copies
* Faxing and Filling
* E-mailing
* Interpretation Role
* Managing small project and providing technical support to line management

**Operational Manager: Lee Casiem**

**(**021) 4861650/083 4326231