

Tshiamo Augustine Mangadi

Personal Information

Nationality: RSA
Race: Black
Gender: Female
Date of birth: 27-08-1992
Driver's License: Code 10 (C1)
Languages: Tswana
English
Afrikaans
Zulu
Sotho
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Key skills

- Product Sales
- Research and product development
- Excellent communication (verbal and written)
- Strategic planning and good time management
- Excellent people skills and I am flexible to work well independently and within a team
- Computer Literacy (Microsoft suite-advanced level)
- Good problem-solving
- Self - directed
- Professional and mature
- Mail and telephone management

Professional Summary

Highly capable and motivated professional with superior analytical, administrative and problem-solving skills. I possess extensive knowledge of computational biology methods, database design, and informatics in production and quality systems. I am a dedicated and focused individual who excels at prioritizing and completing multiple tasks simultaneously and following through to achieve project goals and targets with ease using time management methods. I am very good at fostering customer relations and communicating products while sharing expert technical insight.

Qualifications

- WOSA (2022)
Wine Education Course
- Cape Wine Academy (2019)
 - South African Wines Level 1 Certificate (passed with distinction)
 - South African Wine (passed with distinction)
 - Faulty Wines
- Cape Peninsula University of Technology (2017)
National Diploma: Biotechnology
- University of South Africa (2013)
Business Finance
- University of South Africa (2011)
Knowledge Management (passed with distinction)
- Elmar College (2010)
Grade 12 - National Senior Certificate (Bachelors pass)

Work Experience

9 years to date

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| Company name | De Grendel Restaurant |
| Dates of employment | August 2022- Present |
| Position held | FOH Server |
| Duties and responsibilities | <ul style="list-style-type: none"> • Greeting and seating guests • Taking food and drink orders while recommending products when appropriate and translating that to the Kitchen Staff using POS software • Effectively communicating the wine to pair with the food to the guest • Wine sales |
| Company name | FirstPour |
| Dates of employment | July 2022- July 2023 |
| Position held (2) | Outreach Manager (Remote position) |
| Duties and responsibilities | <u>Social Media Outreach for clients</u> <ul style="list-style-type: none"> • Outreach marketing, representing FirstPour's clients on social media as well as holiday cover for members of the outreach team <u>Outreach Team Management</u> <ul style="list-style-type: none"> • Ongoing management and motivation of FirstPour Outreach team (including regular catch-ups, rewards, organising team gatherings/parties) • Updating and reviewing team targets for accounts managed by FirstPour • Recruitment and training of outreach team members • Creating Outreach guidelines for new accounts • Continuously learning and developing new outreach and engagement strategies to share with team |
| Company name | FirstPour |
| Dates of employment | March- July 2022 |
| Position held (1) | Outreach Specialist (Remote position) |
| Duties and responsibilities | <ul style="list-style-type: none"> • brand marketing through social media • coordinating digital communications and outreach activities • helping support activities undertaken by the wineries • sharing information and engaging with Knowledge Management Hub |
| Company name | Machobane AM Attorneys |
| Dates of employment | February – June 2021 |
| Position held | Executive PA to the Group CEO |

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| Duties and responsibilities | <ul style="list-style-type: none"> • support the GCEO by providing a high standard of personal executive level assistance to meet the needs of the CEO's objectives • diary management and support the Executive Team, and staff members as required with setting up meetings, taking minutes in meetings including administrative support • welcoming visitors and ensuring the consistent application of all the company's policies and procedures • process diaries with high levels of attention to detail, making sure to comply with data protection legislation |
| | <ul style="list-style-type: none"> • filing, archiving or disposal of documents when appropriate, produce information by formatting, inputting, editing, retrieving, copying • conserving the executives' time by reading, researching, and routing correspondence, drafting letters and documents, collecting and analysing information |
| Company name | BT Nyathi Dental Practice |
| Dates of employment | June – September 2020 |
| Position held | Junior Practice Manager |
| Duties and responsibilities | <ul style="list-style-type: none"> • ensuring the efficient day to day management of the practice by welcoming patients, visitors, contractors, taking line management responsibility for the dental staff • taking responsibility for all cash transactions, arranging payroll adjustments, ensuring the operation of the patient payment policy and the collection of outstanding debts • ensuring the operation of the patient recall system and practice complaints procedure, dealing with queries • liaising with sales and supplier representative as necessary • maintaining practice stock and supply • seeing to other duties as necessary for the efficient operation of the practice |
| Company name | Durbanville Hills |
| Dates of employment | January - March 2020 |
| Position held | Cellar Assistant |

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| Duties and responsibilities | <ul style="list-style-type: none"> • communicate clearly and concisely with Production Leads and Production Supervisors • follow all written and verbal Standard Operating Procedures (SOP's) and adhere to all safe cellar practices, maintaining and using proper PPE at all times • general cellar clean-up (cellar, tank and equipment), ensuring all paperwork is completed from tasks assigned during shift, finalising all daily production • developing working knowledge of all cellar chemicals and their appropriate uses • performing daily and weekly tasks as required by the Winemakers • assisting shift lead with facility start-up and shutdown • setting up the laboratory equipment to conduct and monitor experiments • collecting samples, studying and testing samples, recording findings and analysing the results in the Quality laboratory |
| Company name | Stellenbosch Vineyards |
| Dates of employment | July 2019 – January 2020 |
| Position held | Wine Educator |
| Duties and responsibilities | <ul style="list-style-type: none"> • conducting tutored wine tastings for various clients • continuously building the brand through customer service while serving phenomenal wines, ensuring presentation and temperature of all drinks are correct • placing orders for all wines • promoting and processing sales, adhering strictly to the provisions and regulations as contained in the Liquor Act (No. 59 of 2003) and other regulations as may be applicable to the sale of alcoholic beverages |
| Company name | Spier Wine Farm |
| Dates of employment | January – October 2019 |
| Position held (2) | Cellar and Systems Assistant |
| Duties and responsibilities | <ul style="list-style-type: none"> • support and assist cellar operations to maintain compliance with various codes in addition to harvest winemaking activities • verify COC of product delivered versus specification supplied • conduct GMP and environmental audits • assist Cellar and Systems Coordinator in ensuring adherence to cellar systems • assist winemaking team in all cellar activities, implementing health and safety practices |
| Position held (1) | Cellar Intern (Winemaking) |

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| Duties and responsibilities | <ul style="list-style-type: none"> • assist in daily cellar operations, including harvest, bulk wine, barrels, bottling preparation, sanitation, and cellar organization and cleanliness • data management, collaborate in sample preparation for analysis • provide winemaking technical support to the production staff • assist in grape receiving, crushing, pressing and wine production operations during harvest season • participate in wine tasting at all stages throughout the winemaking process • contribute to the continuous improvement of the winemaking process and procedures |
| Company name | Nitida Wine Farm |
| Dates of employment | January – October 2018 |
| Position held | Cellar Assistant |
| Duties and responsibilities | <ul style="list-style-type: none"> • provide technical and operational support by implementing health and safety practices • participating in vineyard biological control • performing crop projections and pre-harvest vineyard sampling • chemical preparation and addition • receiving grapes and performing pH, TA, brix, and nutritional analysis on grape and juice samples • assisting in daily activities such as grape crushing, pressing, racking and pomace-transfers, assisting in blending, filtration and bottling processes • delivering of grapes and wine |
| Company name | Cape Peninsula University of Technology |
| Dates of employment | February 2016 – November 2017 |
| Position held | Tutor |
| Duties and responsibilities | <ul style="list-style-type: none"> • reviewing learning material taught in class with students • monitor student academic performance • provide support to the module facilitator with research and practical sessions |
| Company name | NCC Environmental Services |
| Dates of employment | March 2015 – February 2016 |
| Position held (1) | SHERQ Intern (Biodiversity Conservation) |

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| Duties and responsibilities | <ul style="list-style-type: none"> • project development and planning • research • budgeting and financial reporting <p><u>Key achievements:</u> completed a pilot scale research project that contributed towards my National Diploma - Work Integrated Learning mini dissertation</p> |
| Position held (2) | Administrator (Health & Safety) |
| Duties and responsibilities | <ul style="list-style-type: none"> • providing admin support to the Health and Safety team • populating specialist reports • maintaining audits and master files • tender support and quotations |

References

1. **Name:** Tafadzwa Mavhunga
Organisation & Position: De Grendel Restaurant Manager
Email: tafadzwa@degrendel.co.za
Contact number: 078 975 7750
2. **Name:** Daniel Keulder
Organisation & Position: Nitida Wine Farm (Winemaker)
Email: keulder1981@gmail.com
Contact number: 076 391 9584
3. **Name:** Tania Kleintjies
Organisation & Position: Spier Farm Management (Organic Winemaker & CSC)
Email: taniak@spier.co.za
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