

PRIVATE AND CONFIDENTIAL PROFILE

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PROFILE OF JABULANI FLOYD MKHWANAZI

Current Employment	M24 Logistics	
Availability/Notice Period	One Month	

Surname	Mkhwanazi		
First Names	Jabulani	Floyd	
Citizenship	South African		
Identity No	730510 5346 080		
Gender	Male	Passport Status	Valid
Residing in	Cape Town	Areas to consider	Western Cape
Languages Spoken	English		
Expectation	Negotiable, Share Options, Performance Bonus		

OVERVIEW

- I am a passionate, determined, goal – driven and dynamic person who continually tries to inspire others to achieve optimal results. I have gained invaluable experience at various organisational levels and believe that I can achieve anything I set my mind to.

ACQUIRED SKILLS / ABILITIES

- Problem-solving
- Analytic Thinking
- Strategic Planning
- Stakeholder Engagement
- Administration
- Supply Chain Management
- Legal Administration
- Imports & Exports
- Operations Management
- Sales Strategies
- Direct Sales
- Lead Generating
- Business Analysis
- Business Development
- Labour & Industrial Relations
- Employee Engagement
- Strategy Development
- HR Management
- Warehouse Management
- Account Management
- Logistics Control
- AD-hoc Duties
- Customer Service Management
- Creditors
- Debtors
- Account Reconciliation
- Data Control
- Process improvement
- Demand Planning
- Relationship Building
- Conflict Resolution
- Query Resolution
- Cost Control
- Budget Management
- Report Writing
- Contract Management
- Change Management
- Performance Management
- Implementation Management
- Training
- Crisis Management
- Business Strategy
- Staff Development
- Communication Skills
- Project Management
- Computer Literate
- Customer Service
- Staff Management
- Time Management
- Troubleshooting
- Interpersonal Skills
- Advanced Supervisory skills
- Stress management
- Leadership skills

EDUCATION DETAILS

EDUCATION DETAILS			
Highest Grade	Grade 12	Institution	S E College
Year Passed	1990		
Qualification	Human Resources Management	Institution	Institute for Personnel Management
Year Passed	1993		
Qualification	Financial Accounting	Institution	Varsity College
Year Passed	1999		
Qualification	Logistics & Supply Chain Management NQF 5	Institution	Wits
Year Passed	2015		
Qualification	BCom in Marketing Management & Business Science – Majoring in Supply Chain Management	Institution	IMM Graduate School
Year Passed	2023		

ADDITIONAL COURSES / CERTIFICATES

- Health & Racquet Club Group - I was chosen for an Internal Club General Management course, run countrywide to train Managers of colour within the group.
- Level I Sales Management Course
- Effective Selection Skills
- Corporate Negotiating Course
- IR Performance Training
- Effective Leadership Program
- Credit Management I (Distinction and top student of the year)
- Credit Management II
- Credit Management III
- Imports & Exports Management

CAREER DETAILS	
Name of Employer	DSV & PISA Consultants
Designation / Title	eCommerce coach
Period of Employment	01 July 2024 – 31 August 2024
Reason for leaving	3 Month Contract

CAREER DETAILS	
Name of Employer	DSV
Designation / Title	Senior Key Accounts Manager
Period of Employment	01 September 2024 – 31 January 2025
Designation Title	Branch Manager
Period of Employment	01 February 2025 - Current
Responsible for Operations Management & Customer Relations Management	

CAREER DETAILS	
Name of Employer	Media24 Logistics
Designation / Title	General Manager Business Development
Period of Employment	November 2022 – February 2024
Reason for leaving	Retrenched

CAREER DETAILS	
Name of Employer	On The Dot Logistics
Designation / Title	Head: Business Development
Period of Employment	May 2022 – Oct 2022
Reason	Change of environment

CAREER DETAILS	
Name of Employer	On The Dot Logistics
Designation / Title	General Manager: Operations
Period of Employment	2020 – 30 April 2022
Reason	<p>• Establish, guide, direct and oversee a strategic plan for the subdivision, in line with the overall divisional strategy, to promote revenue, profitability and growth as a division</p> <p>• Ensure implementation of strategies by delegating appropriate authority levels to key managers, and monitoring progress</p> <p>• Regularly review strategy to ensure currency and appropriateness and proactively assess future business needs</p> <p>• Build the brand(s) in the best possible way for the business success (applicable in certain divisions)</p> <p>• Oversee the subdivision's operations to ensure production efficiency, quality, service and cost-effective management of resources</p> <p>• Drive and implement changes to structure, operations, management and other resources to achieve optimum efficiency and profitability</p> <p>• Identify and timeously address problems and opportunities central to business success and solve critical issues</p> <p>• Identify acquisition, merger, new business and market opportunities, make recommendations to CEO and direct implementation thereof once approved</p> <p>• Review management and financial reporting and statements to determine progress and status in attaining objectives, and revise objectives and plans in accordance with current conditions</p> <p>• Build strategic partnerships to ensure enduring business affiliations, identifying and developing affiliations where appropriate</p> <p>• Develop and maintain a high-performance team and regularly evaluate performance of management team for compliance with established policies and objectives of the company and contributions in attaining objectives</p> <p>• Ensure compliance with relevant legal and statutory requirements, meet principles of sound corporate governance and internationally accepted environmental, health, safety and quality standards</p>

- Drive organisational culture and values in the sub-division; and provide accurate and relevant reporting information to senior management monthly or as requested to assist with strategic organisational decision-making.

Name of Employer	On The Dot Logistics
Designation / Title	Supply Chain Manager: Electronics
Period of Employment	2014 - 2020
Reason for Leaving	Promoted

Position Overview:

- Managing an Electronics Warehouse, Overseeing a Mail Room, overseeing an Imports and Exports Department and Managing Customer Service Dept.
- Functions & Responsibilities:**
- Participate in the development and implementation of the Supply Chain Strategy that supports the business objectives
 - Responsible for monitoring and initiating corrective strategies of the full Inbound and Outbound logistics function by guiding and directing the function in alignment with overall strategy and objectives
 - Implement supply chain measurement frameworks, Perform trend analyses, supply chain interpretations and utilize business intelligence effectively to optimize the performance of the supply chain
 - Identify and address opportunities to improve service, costs and efficiency in the supply chain process and make recommendations for changes to the Supply Chain, ensuring that it is cost effective, aligned to business objectives and meets customer and client requirements
 - Build strategic working relationships with clients and maintain a high level of client contact to ensure that their specific requirements are addressed and identify opportunities to grow profitable business within own portfolio of clients
 - Continuously identify, generate and implement new business opportunities in order to achieve predetermined commercial targets
 - Provide professional and exceptional client service in all interactions with clients
 - Develop, co-ordinate and Implement client specific project initiatives
 - Proactively and timorously identify and resolve supply chain issues, addressing problems and opportunities central to business operational success
 - Manage and coordinate relationships and Service Level Agreements with clients and logistics service providers
 - Embed and sustain the organization's culture and values in the profit centres
 - Prepare relevant reports and dashboards to effectively manage individual client portfolios as required
 - Draft input together with Supply Chain or General Manager for the supply chain budget and take responsibility where appropriate for managing the revenue and expenses and providing the necessary financial interpretation of the financial accounts and corrective action where necessary.

Name of Employer	On The Dot Logistics
Designation / Title	Account Manager: Electronics
Period of Employment	2007 - 2014
Reason for Leaving	Promoted

• Analyse potential sales opportunities by using data analyses, segmented research and information available to identify the attributes most valued by these potential clients.

• Build strategic working relationships with clients and maintain a high level of client contact (telephonic / face to face) to ensure that their specific requirements are addressed.

• Closely monitor competitors and maintain client database.

• Create tailored solutions which meet the client's short and long-term needs.

• Develop and implement account plans and approaches in line with the team's sales strategy.

• Identify and generate new business opportunities on an on-going basis.

• Maintain a high level of relevant industry knowledge.

• Prepare and present sales proposals and presentations to new and existing clients in order to negotiate and close deals.

• Provide exceptional, professional service in all interactions with clients.

• Report on sales opportunities and achievements as required.

• Establish and maintain customer relationship with primary customers.

• Ensure continuous improvement of processes to improve service.

• Regular customer visits to primary customers, attend monthly feedback meetings.

• Monitor integrity and maintenance of Primary and secondary customers on Master File on the ERP system.

- Monitor purchase orders on behalf of Primary customers with their suppliers.
- Manage the implementation and adherence of Service Level Agreements (SLA) of Primary Customers through daily service level monitoring and liaison of internal departments.
- Monthly management information and give feedback.
- Monthly customer feedback reports interpret data and make recommendations to Primary customers.
- SAP Super User.

Name of Employer	On The Dot Logistics
Designation / Title	Client Services Team Leader: Electronics
Period of Employment	2006 - 2007
Reason for Leaving	Promoted

Daily Tasks:

- Daily backorder report reconciled and sent through to MCA
- Attend to any agreed deadlines with managers, or primary customers
- Management queries
- Handling of sales forecasts and planning
- Daily Order, operations and sales report
- Plan teams daily tasks and priorities
- Facilitating of daily production meetings
- Team support on queries and overflow during busy times
- Handle disciplinary issues
- Monitor outputs and productivity
- Monitor and manage attendance (leave, days off, sick leave)
- Daily Courier distribution reports

Monthly Tasks:

- Sales reports to Primary Customers
- Prepare and execute mass mail to secondary customers
- Attend sales meetings and report back on progress
- Ensure SOPs, SLA's, and procedures files are up to date
- Ensure KRA's (KPA's) are up to date and measured regularly and records are kept to use in KRA discussions
- Plan and manage the customer service function
- Receive Project specs and compile project outlines
- Follow up on Project progress
- Compile management feedback reports
- Meet project deadlines, standards and requirements
- AD HOC (weekly, during a month and whenever necessary)

Name of Employer	On the Dot Logistics
Designation / Title	Client Services: Retail
Period of Employment	2004 - 2006
Reason for Leaving	Promoted

Name of Employer	On the Dot Logistics
Designation / Title	Government Debt Credit Controller
Period of Employment	2003 - 2004
Reason for Leaving	Promoted

- Debtor's Book 4 to 55 million per Province
- Debt Collection
- Reporting
- Processing of New Tender and General Application forms
- Client Services, Queries
- Data Maintenance
- Account Maintenance, Reconciliations, Pending orders authorisations
- Education Department visits
- Middle man for the Education Department and the Tenders.
- Legal Administration
- Commissions

- All Administration functions including, writing letters to tenders, Warehouse managers and the Department

Name of Employer	Kolok SA (Pty) Ltd
Designation / Title	Credit Clerk
Period of Employment	2001 - 2003
Reason for Leaving	Career Advancement
<ul style="list-style-type: none"> • Debt Collection (Book of +-R4m) • Banking, Reconciliations and Data Capturing • Debtors Daily and Month End Reporting • Petty Cash and Cheque Requisitions • Leave Registering and Control • New Clients Interviews • Processing all Credit Applications • IT Backups • All Administration Functions 	

Name of Employer	Cape Town Health & Racquet Club (now Virgin Active)
Designation / Title	Accounts Data Administrator
Period of Employment	Since September 2000 – October 2001
Reason for Leaving	Career Advancement

Name of Employer	Sandton Health & Racquet Club (now Virgin Active)
Designation / Title	Trainee Club General Manager
Period of Employment	2000
Reason for Leaving	Company went into liquidation

Name of Employer	Sandton Health & Racquet Club (now Virgin Active)
Designation / Title	Club Accountant/Administrator
Period of Employment	1999 - 2000
Reason for Leaving	Promoted

Name of Employer	Sandton Health & Racquet Club (now Virgin Active)
Designation / Title	Debtors Controller
Period of Employment	1998
Reason for Leaving	Promoted

References are available upon request