

PHILLIP TSHINABE

OPERATIONS MANAGER / SALES MANAGER

PROFESSIONAL PROFILE

An accomplished, customer focused management professional with over 20 years professional working experience. Well known for my ability to meet, achieve and exceed company, customer and project objectives.

As the Regional Manager - Customer Services Centres at Electronic Toll Collections (ETC), I successfully managed 6 Area Managers, 82 Supervisors and 284 Agents.

My expertise lies in successfully managing operational processes, developing best practices, managing sales, and leveraging internal systems to facilitate improved efficiency and performance. Through my career, I have become adept in ensuring adherence to organizational goals and requirements while facilitating streamlined Customer Service Centre operations and motivating team members to peak performance levels.



WORK EXPERIENCE

PROJECT AND SAFETY MANAGER

RADS Engineers and Projects
April 2021 – June 2021

Key Functions & Responsibilities:

- Coordination and planning projects – through basic project management tools.
- Estimating and planning budgets and ensure timely completion of the project.
- Transport coordination between provinces (Arranging Logistics Hauling companies) .
- Appointed Safety Officer on site, conducting safety meetings using toolbox talks in line with the plant regulations.

REGIONAL MANAGER - CUSTOMER SERVICES CENTRES

Electronic Toll Collections (ETC)
September 2011 – November 2019

Key Functions & Responsibilities:

Operations Management:

- Manage Customer Service Centre operations to ensure service delivery in line with retail regulations and practices.
- Managing 6 Area Managers to ensure that contractual KPI's are met by all Customer Service Centres (CSC) through their diligence.
- Managing one Facilities Manager to ensure the leasing of facilities to serve road users in various areas. Manage Quality Assurance Supervisor.
- Ensuring that contractual KPI's are met by all Customer Service Centres (CSC) through the diligence of Area Managers.
- Implementation, administration, monitoring and management of cash payments, processing of card payments (PCI-DSS) as well as stock management of e-tags and consumables at the CSCs.
- Monitoring and escalation of incidents relating to facility and technical failures that may impact on delivery of Customer Service Operations.
- Compilation and vetting of all required policies, procedures, work instructions and other supporting documentation required to manage and monitor service delivery within the CSC Operation.
- Design, implementation, monitoring and reporting of operational and contractual statistical information gathered through daily CSC Operations.
- Design and review of Customer Service Centres (CSC) Operations strategy to achieve the contractual KPI's for the CSC e-toll account management services and review of alignment to the other operational departments.



CONTACT



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EDUCATION



Matric Certificate
1995

**Bachelor's Degree: NQF Level 7 in
Advance Project Management**
University of the Free State
2020

Professional Development – Training:

- Advance Project Management
- Management Development Programme
- OHS&A & NEMA Legal Liability
- Discipline in the Workplace
- Fleet Management
- Performance Management
- Key Accounts Management
- Managing Employee Provisioning
- Train a Trainer

WORK EXPERIENCE

- Contribution to the compilation of the relevant Operations Maintenance Plans and regular progress reporting thereof.
- Compilation and vetting of all required policies, procedures, work instructions and other supporting documentation required to manage and monitor service delivery within the CSC Operation.
- Identification and management of all related operational costs in accordance with the prescribed schedule of payments, procurement and subcontractor management policies and procedures.
- Identification, mitigation and monitoring of all organizational risks within the CSO Unit and provision of monthly progress and/or incidents reporting (Legal, Qesh, HR and Corporate).
- Delivery of real time account management services to Road Users accessing the customer service outlet channels in order to register, query and/or make payments against their TCH e-toll accounts.
- Monitoring compliance to and reporting on contractual Key Performance Indicators for the Customer Service Outlet service delivery.
- Compilation and submission of ad hoc progress reports as formally requested through the GORT Contractual process, arising out of general Risk Assessment.
- Jointly identify, facilitate and manage an Information Security Risk Register that document, evaluates and track all information security risks and feeds into the Organizational Risk Register.

Team Management and Development:

- Create a working environment that is conducive through managing and instilling behaviour supporting the organizational values.
- Consult with Human Resources to ensure alignment in planned and new activities / interventions with respect to human resources, organizational development, education, training, development and industrial relations.
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EXECUTIVES SALES CHANNEL SUPPORT TRAINER (SECONDED FOR 12 MONTHS)

Cell C (Pty) Ltd

September 2010 – August 2011

Key Functions & Responsibilities:

- Training Retailers Stores on Cell-C products and services.
- Training branded channel consultants on Sales Technics.
- Training all Cell-C staff in all provinces on new Customer Relations.
- Management system and training all staff on new company vision, mission and values.

REGIONAL SALES TEAM LEADER FOR GAUTENG AREA CHANNEL EXECUTIVES

Cell C (Pty) Ltd

June 2006 – August 2010

Key Functions & Responsibilities:

- Managed 6 Sales Executives by ensuring that each one manages designated area by providing the stores and franchises all the required stock and marketing material.
- Travelled extensively in various provinces to ensure uniformity in services provided to clients and handled various client queries.
- Compiled strategies on improvement of sales and planned promotions. Compiled daily reports to management on the progress of sales.
- Operation management and support to the Channel Support Department.

Clients: Massmart, Shoprite Group, Edcon, Independent Dealers and Cell C Branded Channel.

SKILLS

Project Management, Planning & Execution

Business Planning & Development

Requirement Identification & Implementation

Business Operations Management

Call Centre Management

Customer Service, Support & Relations

Health & Safety Compliance

Risk Identification

Progress & Management Reporting

Budget Management, Planning & Forecasting

Process Improvement

Strategy Development & Execution

Sales Management

Account Management

Team Management

Training, Coaching & Mentoring

Human Resources

Performance Management & Evaluations

Target Achievement

Implementation of Policies & Procedures

Crisis & Change Management

Stakeholder Engagement

Query & Conflict Resolution

Time Management

Strategic Planning

Analytical Thinking

CAREER HISTORY

OUTBOUND CALL CENTRE AGENT

FNB – Outbound Call Centre – (Kelly Recruitment)
January 2006 – May 2006

PRINT BROKER

Mvelaphanda Communications
August 2005 – December 2005

DATA CAPTURE AND SALES CONSULTANT

Gaffney Group Local Government Yearbook and Contacts
February 2002 – July 2005

FRONT DESK ATTENDANT

Indaba Hotel
January 2001 – January 2002

TRANSLATOR

Watchtower Bible and Tract Society
June 1996 – December 2000

PROFESSIONAL CAPABILITIES

- Analyzing company processes and procedures.
- Developing process enhancement strategies.
- Investigating shortfalls, issues, and complaints in current business processes.
- Establishing norms and standards of company performance.
- Monitoring staff performance and organizational processes.
- Collaborating with other stakeholders to enhance productivity and staff satisfaction.
- Communicating ideas and opinions to other members of management.
- Managing staff cohorts and teams of various sizes.
- Training, mentoring, and guiding team members.
- Lead and motivate staff to improve customer service with clients.
- Design and implement strategic plans to reach sales targets.
- Cultivate lasting relationships with customers to grow customer loyalty.
- Develop and promote weekly, monthly and quarterly sales objectives.

PROFESSIONAL CAPABILITIES

- A sharp eye for identifying weak points in processes and organizational structures.
- A strategic and analytical mindset.
- An excellent communicator with top-notch presentation skills.
- Dynamic thinking and problem-solving abilities.
- Leadership and mentoring skills.
- Confidence in my abilities to lead organizational change.

Additional information required will be provided upon request.

REFERENCES



Jeffrey Ravhudzulo
Area Manager
ETC
071 670 3703

Ben Theron
COO
ETC
082 941 8444

Marcia Naidoo
Operational Finance Manager
ETC
078 539 0834

Nicholas Wallander
Senior Regional Manager - Gauteng
(and inland provinces)
Cell-C
084 777 7782 / 084 172 8450

Braam Fourie
National Channel Support Manager
Cell-C
084 777 1742 / 0113249836

Michael Palin
Customer Operations Manager –
Channels
Cell-C
084 777 2413 / 084 172 8660