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| JOHAN DU PREEZContact**Email:** chrisdup34@gmail.com  **Phone:** +27 82 925 6166**Residential area:** Sundowner, Randburg, 2188Personal details**Nationality:** South African**Date of Birth:** ﻿25 June 1975**Notice period:** Negotiable**Driver’s License:** yes**Languages:** EnglishEducation**National Senior Certificate****HIGHSCHOOL RIEBEECK** – 1992Skills**PC Skills:*** MS Word
* MS Excel
* MS PowerPoint
* Email and internet

**Professional skills:*** Order Management
* Supervision
* Inventory Control
* Stock Taking
* Consultation
* Coordination
* Supplier Collaboration
* Safety Compliance
* Problem Resolution
* Reporting
* Workflow Optimization
* Communication
* Training and Mentoring
* Policy Enforcement
* Performance Evaluation
* Cost Optimization
* Collaboration
* Emergency Response
* Documentation
* Relationship Building
* Strategic Planning
* Site Visits
* Proactive Identification
* Strategic Development

References**Available on request.** |  | SummaryA dynamic and seasoned professional with a decade of entrepreneurial experience in horticultural maintenance, I bring a wealth of expertise in landscaping and maintenance operations. Currently, I am contributing my skills and dedication to a reputable company engaged in landscaping and horticultural maintenance, serving one of the prominent divisions of Johannesburg City Parks and Zoo, under one of the largest Metropolitan Councils in South Africa. My entrepreneurial journey has equipped me with a strategic mindset, goal-oriented approach, and a commitment to delivering high-quality results within specified time frames. With a proven track record of managing a successful Horticultural Maintenance Company, I have honed my ability to meet and exceed customer standards while ensuring seamless operations.In addition to my hands-on experience in horticulture, I possess a strong background in administration, handling tasks ranging from purchases to payroll. My proficiency in managing diverse aspects of business operations reflects my comprehensive skill set and commitment to achieving organizational objectives. Having also spent five years in a call center environment with industry giants such as IBM and Discovery Health, I have cultivated effective communication skills and a customer-centric mindset. This diverse background positions me as a versatile candidate capable of contributing to various facets of business operations. I am confident that my blend of entrepreneurial spirit, horticultural expertise, administrative acumen, and call center experience makes me an asset to any forward-thinking company. Ready to bring my passion and skills to a new challenge, I am eager to contribute to the success of your organization.Experience**Operations Manager** – May 2009 to Present**KELVATA TRADING 104 CC** * Managed a team of laborers, overseeing day-to-day operations and ensuring efficient execution of horticultural maintenance tasks for Johannesburg City Parks and Zoo, as well as private clients.
* Acted as a key point of contact for customers, providing consultation and addressing inquiries to ensure their needs were met and expectations exceeded.
* Regularly attended site briefings to gather project requirements, assess work areas, and coordinate resources for optimal project execution.
* Handled the invoicing process, ensuring accurate and timely billing for services rendered, and maintaining clear and transparent communication with clients regarding financial transactions.
* Executed payroll responsibilities, managing accurate and on-time payment to laborers, thereby fostering a positive and motivated work environment.

**Project Manager** – July 2004 to April 2009**MOTLA-LE-PULA HORTICULTURAL AND LANDSCAPE CONTRACTING*** Collaborated with a diverse team to implement landscaping strategies, including plant selection, layout design, and maintenance plans for The Soweto Theatre project.
* Executed detailed project planning and coordination, ensuring timelines were met and resources efficiently utilized throughout the construction phase.
* Applied horticultural skills in the successful completion of various private client projects, meeting unique landscaping and maintenance requirements.
* Demonstrated project management capabilities by overseeing the installation of 250 dustbins in collaboration with Johannesburg City Parks, contributing to the improvement of public spaces.
* Coordinated logistics and resources effectively, maintaining a focus on quality and adherence to project specifications.
* Fostered positive relationships with clients, stakeholders, and team members to ensure smooth communication and collaboration throughout all projects.
* Assisted in the development and implementation of environmental enhancement initiatives through horticultural projects, aligning with the organization's commitment to sustainability and community improvement.

**Business owner** – Jul 2000 – June 2004**BONYANI WHOLESALERS** * Source and procure high-quality electrical materials and consumables.
* Establish and maintain relationships with manufacturers and distributors.
* Implement and maintain quality control measures for all supplied products.
* Negotiate favorable terms and pricing with suppliers.
* Monitor market trends to identify cost-saving opportunities.
* Maintain optimal inventory levels to meet project requirements.
* Implement efficient inventory tracking systems.
* Coordinate delivery schedules with suppliers to ensure on-time delivery.
* Manage all relevant documentation, including invoices and certificates.
* Ensure compliance with industry regulations and standards.
* Keep up-to-date with changes in regulations affecting electrical materials.
* Maintain open communication channels with suppliers.
* Address concerns or issues promptly and effectively.
* Provide clear specifications and requirements for materials.
* Act quickly to resolve any defects or issues with supplied materials.
* Collaborate with suppliers to implement corrective actions.
* Continuously improve processes to prevent recurring problems.
* Stay informed about new technologies and materials in the electrical industry.
* Identify and evaluate potential new suppliers and products.
* Provide recommendations for improvements based on market trends.
* Foster strong relationships with key suppliers.
* Collaborate with suppliers to drive innovation and improvement.
* Seek feedback from suppliers to enhance the partnership.

**Call Centre Agent** – Sept 1998 to Nov 2000**IBM SOUTH AFRICA*** Handle incoming calls from customers professionally.
* Provide excellent customer service by addressing inquiries and resolving issues.
* Develop a deep understanding of the products or services offered.
* Ensure accurate and up-to-date information is provided to customers.
* Troubleshoot and resolve customer issues or complaints.
* Escalate complex problems to higher-level support when necessary.
* Communicate clearly and effectively with customers.
* Listen actively to customer needs and respond appropriately.
* Handle multiple calls and inquiries simultaneously.
* Efficiently manage time to meet call volume and service level targets.
* Document all customer interactions and the steps taken to resolve issues.
* Use the company's CRM system effectively.
* Follow established scripts, guidelines, and procedures during customer interactions.
* Adhere to company policies and guidelines.
* Provide information on products or services that may lead to sales opportunities.
* Transfer leads to the sales team when appropriate.
* Provide feedback on common customer issues and suggest process improvements.
* Participate in training sessions to enhance skills and knowledge.
* Collaborate with team members and other departments to resolve customer issues.
* Share best practices and contribute to a positive team environment.
* Utilize call center software and tools effectively.
* Navigate computer systems to access and update customer information.
* Uphold a professional and positive image of the company during customer interactions.
* Handle challenging or irate customers with patience and empathy.

**Mine Yard Manager** – Jan 1996 – Aug 1998**TIMRITE (PTY) LTD*** Managed and oversaw orders for underground mining support material to JCI mines.
* Supervised a workforce of 30 workers in the execution of their duties.
* Conducted stock taking every month to maintain accurate inventory records.
* Consulted with shift bosses and managers of the mines to coordinate operations.
* Ensured timely and accurate processing of orders to meet mining requirements.
* Coordinated with suppliers to maintain an uninterrupted supply chain.
* Implemented and maintained safety protocols in line with mining regulations.
* Addressed and resolved any issues or challenges related to material orders.
* Provided regular updates and reports to higher management on order status.
* Optimized workflow processes to improve efficiency in material management.
* Fostered effective communication and collaboration among team members.
* Trained and mentored staff to enhance their skills and productivity.
* Enforced compliance with company policies and safety regulations.
* Conducted performance evaluations and provided constructive feedback.
* Implemented measures to minimize material waste and optimize costs.
* Collaborated with other departments to streamline order fulfillment processes.
* Responded to urgent and emergency material requirements promptly.
* Participated in strategic planning meetings to align material management with organizational goals.
* Maintained accurate and organized documentation related to material orders.
* Developed and maintained strong relationships with suppliers and stakeholders.
* Evaluated and recommended improvements to the ordering and inventory system.
* Conducted regular site visits to ensure adherence to safety and operational standards.
* Proactively identified and addressed any potential challenges in material supply.
* Participated in the development and execution of long-term material management strategies.
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