



Vanessa Higgins

Curriculum Vitae (CV)

What job i'm looking for? My positive points

I am a single mother and would like to supplement my income with some part-time data capturing work, or transcription. I have been a manager in the courier sector for over 20 years and have decided to take a step back to do some more studying to get a degree in Industrial Engineering. I am a touch typist and type very fast and accurately. I also have a lot of IT experience and am well versed in Microsoft Office, as well as IT hardware.

I am an advanced Excel practitioner, as well as for Word and PowerPoint.

Thank you kindly.

Preferred work location Western Cape

Contacts and general information about me

Day of birth	1977-04-13 (47 years old)
Gender	Female
Residential location	Cape Town Western Cape
Telephone number	<i>Information is available only for registered users.</i> Sign in
Email address	<i>Information is available only for registered users.</i> Sign in

Work experience

Working period	nuo 2016.11 iki 2020.01
Company name	FedEx Express
You were working at:	Team leader
Occupation	Operations Management Specialist
What you did at this job position?	Team Leader of the E-commerce department, Wine & Education department, and Trainer of Operations Staff

Working period **nuo 2014.06 iki 2016.11**
 Company name Globeflight Worldwide Express
 You were working at: Team leader
 Occupation Customer Services Manager
 What you did at this job position? Team Leader for Customer Services Department, PODs, Stationery, Reception Department

Working period **nuo 1998.06 iki 2014.05**
 Company name PCG Couriers
 You were working at: Office manager
 Occupation Branch Manager Cape Town
 What you did at this job position? Oversaw all Operations of Cape Town branch

Education

Educational period **nuo 2014.07 iki 2015.06**
 Degree Diploma
 Educational institution USBed (University of Stellenbosch)
 Educational qualification NQF Level 6 Diploma
 I could work Business Management, Marketing

Languages

Language	Speaking level	Understanding level	Writing level
English	fluent	fluent	fluent

Computer knowledge

Microsoft windows from 1995 - Windows 8
 Microsoft Office 2000 - 2010
 Microsoft Word - Advanced
 Microsoft Excel - Advanced
 Adobe Photoshop
 Parcel Perfect Courier Software
 Freight Focus Courier Software
 Outlook and Outlook Express
 Quickbooks (not advanced)
 YES
 E-OPS
 FedEx Duo
 FedEx.com
 Epro

Conferences, seminars

New Horizons Learning Centre

MS Word 2000 (2003)

MS Excel 2000 (2003)

MS Dos (2003)

In-House Training - PCG

Operations and Management Training (2000)

Logistics Training (2000)

Parcel Perfect Courier Software (2001)

Financial / Bookkeeping on Pastel (2001)

Customer Service Management (2002)

HR Management & Regulations (2003)

SMI

LMI Grandmasters of Success (2012/2013)

Attitude and Skills for First Line Management

University of Stellenbosch

Business management - NQF Level 6 Diploma (2014-2015)

Business School /The Louis Group Modules: General Leadership

General Management

Marketing Management

Finance Management

People Management (HR)

Customer Relations

FedEx Express

Lead Leadership (2017)

Training & Development Certification (Trainer) (2018)

Dangerous Goods

Over 50 more courses done at FedEx.

Seminar Warehouse

Disciplinary Hearings & Warnings

Recommendations

Contact person Gareth Watkins-Neethling
 Occupation Managing Director
 Company Globelight Worldwide Express
 Telephone number 0824655522
 Email address garethn@globeflight.com

Contact person Pieter Malherbe
 Occupation Managing Director
 Company PCG Couriers
 Telephone number 0824942132
 Email address pieter@primatyers.co.za

Contact person David McBain
 Occupation Senior Manager
 Company FedEx Express
 Telephone number 0605502230

Additional information

Your hobbies Paul Cave Kickboxing - Member since February 2013 - Green Belt Achieved.
 Astronomy
 Computers and Software
 Graphic Design
 Reading
 Music & Instruments / Singing
 Industrial Engineering

Driver licenses EB Articulated Light Vehicle ≤ 3,500kg

Driver license from 1998-11-00 (26 years)

Salary you wish 6000 R per month