Curriculum Vitae
Of
Zanele Judith Makopo

Residential and postal address
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Soshanguve
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Contact details
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Personal details

Surname	: Makopo
First names	: Zanele Judith
Date of birth	: 09 July 1985
Identity number	: 8507090413085
Gender	: Female
Race	: African
Nationality	: South African
Languages	: English, Ndebele and Sepedi
Driver's license	: Code 14 (EC) with prdp

Educational qualifications

Qualification achieved: Grade 12 certificate (Matric)
Name of school : Makhosini High (year 2004)
Subject passed : English, Afrikaans, Sepedi,
Economics, Business Economics & Accounting

Tertiary qualifications

Qualification : Bookkeeping
Name of institution : Universal College Outcomes
Modules passed : Typing Instructor Deluxe Keyboard
Launching Computer Skills
Office Administration
Introduction to windows Server 2003
MS Word 2000 Level 1
MS Word 2000 Level 1
Pastel Version 6.0
Business English
Obtained : Course report

Qualification : International diploma in Logistics and Transport
Name of Institution : The Chartered Institution of Logistics and Transport
Modules passed : PD1 Diploma – Management in Logistics and Transport

: PD2 Diploma - Supply Chain Management
: PD3 Diploma - Transport Operations
: PD13 Diploma - Warehousing

Employment history

1. Company : South African National Defense Force
   Position : Gunner
   Duration : January 2007- December 2008
   Obtained : Service certificate

Duties

- Reception
- Access control
- Camera survey

2. Company : Traffic Management Technologies
   Position : Customer Service Operator / Driver
   Duration : July 2011- September 2017
   Obtained : Customer service and communication certificate

Duties

- Customer registration and account top up
- Claims and Complaints
- Account validation and verification
- Data capture
- Filing and achieving
- Driving
- Logging of customer queries and cases
- Marketing
- Cash handling

3. Company : Tshwane Rapid Transit
   Position : Driver (Bus)
   Duration : 2 October 2017 - to 31 September 2020

Duties

- Driving commuter bus
- Operating driver log in machine and passenger ticket machine

4.Company : Tshwane Rapid Transit
Position : Dispatcher
Duration : 01 October 2020 to date

Duties

- **Dispatching of buses per driver from depot**
- **Managing drivers leaves**
- **Managing fleet break downs and defects**
- **Customers queries**
- **Private hire of buses**
- **Managing shifts per schedule**

Trainings

- Basic military training; Artillery orientation; Log defense; Ordinance crew member; Basic artillery signal General military aspects; Field craft; Map reading; First aid; Regimental aspects and Water orientation
- Soft skills and Batho pele principle
- Stress and anger management
- Customer relationship,service and communication
- Law enforcement
- Aarto and issuing of infringements to road users

Career ambitions

- To succeed in whatever project I lay my hands on.
- Should I be appointed in the post I'm applying for, I will see my appointment as the most important phase of my career within your company or department.
- It would further develop me with regard to the requirements of the position to assist the department in its objective to supply effective efficient service.

References

1.Mr Roshal Orrie	: Traffic Management Technologies (General Manager)
Telephone number	: (011) 083 2030
2.Mr Desmond Maefa	: Traffic Management Technologies (Section head)
Cell number	: 082 684 0756
Telephone number	: (011) 397 8284
3.Mr Freeboy Ramutangwa	: Tshwane Rapid Transit (Supervisor)
Cell number	: 071 670 4086
Telephone number	: (012) 323 1754