SKILLS

Interpersonal
Organizational
Team player
Leader

Hardworking
Time Management
Ability to work under pressure
Detail oriented

Certifications

- Dangerous goods Cat 6
- Human factor
- Air Cargo Certification

CONTACT

Contact details; 0828481432

WhatsApp: 0828481432
Gmail: malo.mash09@gmail.com

References

SAA
Charles Mabaso
072 235 5016
Koena Kutumela
082 497 3293

Ikusasa
Mr Mbatha W
071 714 0054

TLOU NKOKO

Customer Service

Dedicated and customer-focused at South African Airways Customer Service Agent with more than 10 years' experience in assisting within the manifesting department. I have acquired many skills and knowledge while working at South African Airways and I believe my knowledge and skills will assist the organizations and deliver the expectations. Skilled in delivering exceptional customer experiences, handling inquiries with professionalism, and ensuring compliance with airline and airport regulations. Proven ability to remain calm under pressure, multitask effectively, and work collaboratively with diverse teams to maintain smooth airport operations. Proven ability to remain calm under pressure, multitask effectively, and work collaboratively with diverse teams to maintain smooth airport operations.

EDUCATION

Skills and Certifications

- Dangerous goods Cat 6
- Human factor
- Air Cargo Certification

WORK EXPERIENCE

South African Airways

Aprill 2009 –Aug 2020

- comparing checkers copies and manifest
- Analyzing weight from manifest with weight statement from warehouse assisting clients queries telephonically and via email
- correspondence where I was corresponding with clients via email
- assisting them with status of their shipment related fast-parcel and where is part shipment
- Assist with CCTV when required
- filling of flight files and documentation which was an important task to track critical information
- Tracking of parcels in case there is an outcome of miss-routing

- Checking of Notoc if where is a live animal, dry ice and human remains

Ikusasa Comprehensive School (Invigilator)

May 2025 –July 2025

- Observing and assisting with classroom instruction and procedures
- Managing student behaviours and providing feedback
- Keeping student records for evaluation
- Assist teachers where applicable
- Issuing and collecting of exams scripts

Menzi's Aviation (Counter Agent)

Sep 2025 till present

- Accepting of Cargo Documents
- Receive and process cargo documentation in line with airline procedures
- Verify accuracy and compliance of all documents against airline requirements
- Ensure all shipments meet regulatory and safety standards before acceptance
- Capture and update cargo documentation on internal systems with high attention to detail
- Coordinate with warehouse and operations teams to ensure smooth cargo handling and dispatch
- Respond to customer queries via telephone and email in a timely and professional manner
- Monitor shipment status and provide updates to clients and internal stakeholders
- Identify and escalate discrepancies or non-compliant documentation for resolution
- Maintain accurate records of cargo transactions and documentation
- Assist in resolving customer issues related to cargo delays, documentation, or handling
- Support adherence to company policies, aviation regulations, and security procedures
- Work under pressure to meet strict deadlines in a fast-paced operational environment