



# 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 (48 years old)
Gender	Female
Residential location	Cape Town Western Cape
Telephone number	<i>Information is available only for registered users.</i> <a href="#">Sign in</a>
Email address	<i>Information is available only for registered users.</i> <a href="#">Sign in</a>

## Work experience

Working period	<b>nuo 2016.11 iki 2020.01</b>
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 (27 years)
Salary you wish	6000 R per month