

THABO MAPHANGA

Dispatch Clerk | Receiving & Warehouse Support | Driver & Logistics Coordination

Pretoria / Rosslyn, Gauteng | +27 64 905 9019 | +27 78 801 8386 | Maphangathabo41@gmail.com

PROFESSIONAL PROFILE

Reliable dispatch, logistics and warehouse-support professional with five years' experience at DPD Laser Logistics in dispatch operations, route planning, driver allocation, shipment tracking and warehouse coordination. Experienced in preparing and checking delivery notes, invoices and proof-of-dispatch documentation, and in maintaining accurate stock and delivery records. Strong customer communication and query-resolution skills, competent in Microsoft Office and data entry, safety-conscious, and comfortable working under pressure across multiple priorities. This experience transfers directly into a large retail and building-materials warehouse environment such as Builders, where accurate documentation, controlled stock movement and dependable customer service drive daily performance.

KEY SKILLS

Warehouse & Logistics

- Dispatch operations, dispatch scheduling and daily operational coordination
- Warehouse coordination and support for the movement of goods from warehouse to customer
- Delivery coordination, route planning and shipment tracking
- Documentation and record keeping: delivery notes, invoices, dispatch logs and proof of delivery
- Driver coordination and allocation; logistics support
- Customer service and delivery query resolution

Computer Skills

- Microsoft Excel, Microsoft Word and Microsoft Outlook
- Data entry, reporting and system updates

Additional Skills

- Time management, problem solving and attention to detail
- Teamwork, clear communication and working under pressure
- Health and safety awareness and compliance with procedures

PROFESSIONAL EXPERIENCE

Driver & Logistics Support (Dispatch) | DPD Laser Logistics

2019 – 2024

- Coordinated daily dispatch schedules and operational priorities, planning efficient delivery routes and allocating drivers accordingly.
- Worked closely with warehouse teams to confirm shipment readiness and ensure goods were picked, loaded and released on time.
- Prepared and checked delivery notes, invoices and proof-of-dispatch documentation to keep delivery and stock movement records accurate.
- Tracked vehicle movements and delivery status in real time, updating internal systems with accurate information for staff and customers.
- Communicated pickup and delivery instructions to drivers and kept customers and internal teams informed of progress, delays and changes.

- Investigated and resolved delivery discrepancies, route problems and customer queries, escalating where required to keep deliveries on schedule.
- Maintained clear operational records and dispatch logs, supporting reporting and follow-up on outstanding deliveries.
- Followed company procedures, vehicle inspection routines, defect reporting and road-safety requirements to keep operations compliant and safe.
- Managed multiple priorities calmly in a high-volume, fast-paced operation while delivering professional, client-focused service.

Technical Mainframe & Midrange Support Engineer | IBM

2013 – 2018

- Monitored production systems and completed scheduled daily batch processing to strict deadlines.
- Handled service requests, access administration and system checks with a high standard of accuracy and procedure-following.
- Produced monthly SLA, batch, backup and performance reports, escalating failures for resolution.
- Coordinated server maintenance, patch deployment, backup checks and user-management activities.

EDUCATION & TRAINING

Matric (Grade 12)

BrightLearn Data Analytics Certification

- Excel pivot tables and advanced formulas; SQL queries, joins and data preparation
- Power BI and Tableau reporting and business intelligence dashboards
- Python data analysis; cloud fundamentals using AWS and Azure

This training is an additional advantage, supporting accurate data entry, stock reporting and system updates in a warehouse environment.

LICENCE & ADDITIONAL INFORMATION

- Valid South African Code 8 driver's licence; able to drive manual and automatic vehicles
- Five years' driving and logistics support experience
- Good working knowledge of Pretoria, Rosslyn and surrounding routes
- Clean driving record and clear criminal record
- Available for shifts, overtime and weekend work when required
- Own PPE and willing to assist with additional duties around the warehouse or distribution centre

REFERENCES

Available on request.