

NOLUTHANDO LORRAINE MAKHANYA

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PROFESSIONAL PROFILE

Results-driven Chemical Engineering Technologist transitioning into Technical Sales Engineering with experience supporting industrial manufacturing, refining, process optimisation, technical problem-solving, and customer-focused solution support within production and process environments. Experienced in analysing operational requirements, interpreting technical specifications, and collaborating with engineering, production, maintenance, quality, and commercial stakeholders to deliver practical and commercially aligned solutions. Strong technical understanding of industrial processes, pump applications, rotating equipment, utilities systems, water and wastewater treatment processes, fluid handling systems, valves, pipelines, and manufacturing operations. Experienced in analyzing operational requirements, evaluating equipment performance, and supporting technically and commercially aligned solutions for industrial customers. Skilled in stakeholder engagement, technical presentations, reporting, root cause analysis, CRM systems, and cross-functional collaboration. Passionate about building sustainable customer relationships, identifying business opportunities, and supporting end users with technically sound solutions that improve operational performance and efficiency.

CORE COMPETENCIES

- Technical Sales & Business Development
- Industrial & Manufacturing Sales Support
- Customer Relationship Management (CRM)
- Technical Presentations & Product Demonstrations
- Prospecting, Negotiation & Sales Support
- Solution Selling & Customer Needs Analysis
- Technical Problem Solving & Root Cause Analysis
- End User & Key Account Support
- Industrial Process Equipment Exposure
- Pumps, Valves, Pipelines & Flow Systems
- Technical Reporting & Documentation
- Interpretation of PFDs & P&IDs
- Process Optimisation & Continuous Improvement
- Cross-functional Stakeholder Collaboration
- SAP / ERP Systems
- Sales Reporting & Forecasting
- Commercial Awareness & Customer Support

PROFESSIONAL EXPERIENCE

Technical Manufacturer | Aspen Pharmacare

May 2024 – Feb 2026

- Collaborate closely with production, engineering, maintenance, quality, and supply chain teams to ensure operational requirements are aligned with customer expectations and manufacturing capabilities
- Analyse production and process requirements to support technically and commercially viable solutions within a fast-paced manufacturing environment
- Support customer-focused production activities by ensuring technical specifications, documentation, and operational requirements are accurately interpreted and executed
- Assist in the troubleshooting process and production issues through root cause analysis, problem-solving, and cross-functional collaboration
- Contribute to process optimisation initiatives focused on improving efficiency, product quality, reliability, and operational performance
- Communicate technical information clearly to both technical and non-technical stakeholders to support operational decision-making
- Support the preparation and verification of technical documentation, batch records, and quality-related reports
- Work closely with internal stakeholders to ensure timely resolution of production, quality, and customer-related concerns
- Maintain accurate operational records and support compliance with SHEQ, GMP, and internal quality management systems
- Demonstrate strong attention to detail, accountability, and the ability to manage multiple priorities within strict production timelines

R&D Process Technician | Intertek

May 2023 – Apr 2024

- Conducted laboratory and pilot-scale process trials to evaluate product and process performance for industrial applications
- Interpreted technical data and translated findings into practical recommendations supporting operational and commercial objectives
- Assisted with preparation of technical reports, product evaluations, and client-facing documentation
- Collaborated with internal stakeholders and customer requirements to ensure testing outcomes aligned with client expectations and business objectives
- Supported technical investigations, process evaluations, and continuous improvement initiatives
- Assisted in evaluating product specifications, process conditions, and operational performance to support solution-focused outcomes
- Demonstrated analytical thinking and critical problem-solving skills in identifying process improvement opportunities
- Maintained accurate documentation and ensured compliance with quality and safety standards

Lab Assistant | Much Asphalt (AECI)

Mar 2022 – Mar 2023

- Performed quality control testing and technical evaluations to ensure products met required customer and operational specifications
- Interpreted laboratory results and contributed to technical reporting, product assessments, and process improvement initiatives
- Supported investigations into product performance and assisted in identifying corrective actions to improve consistency and quality
- Maintained accurate testing records, documentation, and compliance with ISO quality management systems
- Worked collaboratively with production and quality teams to support operational efficiency and customer satisfaction
- Demonstrated strong communication and organisational skills within a regulated industrial environment

Quality Control Assistant | Nampak Rigids

Jan 2021 – Jan 2022

- Monitored manufacturing and production processes to ensure compliance with technical specifications, customer requirements, and quality standards
- Assisted in identifying production deviations and implementing corrective and preventive actions (CAPA)
- Collaborated with production, maintenance, and quality teams to improve process consistency, operational efficiency, and product reliability
- Maintained structured reporting systems and accurate production documentation to support operational traceability and quality compliance
- Supported investigations into process issues and contributed to continuous improvement initiatives
- Demonstrated strong attention to detail, teamwork, accountability, and problem-solving abilities

Trainee Process Engineer | Engen Refinery

Jul 2019 – Jun 2020

- Supported refinery utilities operations involving pumps, rotating equipment, valves, pipelines, heat exchangers, wastewater treatment systems, and flow control equipment within a high-pressure industrial environment.
- Assisted with pump performance monitoring, pump sizing activities, and flow system evaluations to support efficient operation of utility and process systems.
- Participated in wastewater testing, utilities process monitoring, and operational investigations to ensure compliance with environmental, safety, and operational requirements.

- Assisted with interpretation of PFDs, P&IDs, equipment datasheets, and technical specifications to support process troubleshooting, equipment analysis, and operational reliability.
 - Monitored and analyzed process parameters, including pressure, temperature, flow rates, and pump operating conditions to identify performance improvement opportunities.
 - Supported troubleshooting and root cause analysis of pumps, pipelines, utility systems, and associated process equipment to improve plant reliability and operational efficiency.
 - Worked closely with engineering, maintenance, operations, and production teams to resolve technical issues and support continuous improvement initiatives.
 - Assisted in evaluating equipment performance and recommending corrective actions to improve the utilities system efficiency and equipment reliability.
 - Gained exposure to water and wastewater treatment processes, industrial fluid handling systems, pump applications, and refinery utility operations.
 - Contributed to technical reporting, operational evaluations, and engineering investigations supporting safe and efficient refinery operations.
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TECHNICAL SALES & CUSTOMER SUPPORT EXPERIENCE

- Technical Sales & Business Development
 - Customer Relationship Management (CRM)
 - Technical Presentations & Product Demonstrations
 - Solution Selling & Customer Needs Analysis
 - Technical Proposal Preparation
 - Tender & Quotation Support
 - Pump Applications & Pump Systems
 - Pump Sizing & Flow System Analysis
 - Rotating Equipment
 - Water & Wastewater Treatment Systems
 - Industrial Fluid Handling Systems
 - Pumps, Valves, Pipelines & Flow Systems
 - Process Optimisation & Continuous Improvement
 - Root Cause Analysis & Troubleshooting
 - Interpretation of PFDs & P&IDs
 - Sales Reporting & Forecasting
 - Commercial Awareness & Customer Support
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EDUCATION

Advanced Diploma in Chemical Engineering (In Progress)

UNISA

National Diploma in Chemical Engineering

Durban University of Technology

KEY ACHIEVEMENTS

- Contributed to process optimization initiatives, improving operational efficiency, quality performance, and cost reduction within manufacturing and refinery environments
 - Supported successful technical evaluations, pilot trials, and operational investigations, influencing process improvement decisions
 - Maintained strong compliance with SHEQ, ISO, and quality management standards within regulated industrial environments
 - Built strong cross-functional relationships across engineering, production, quality, maintenance, and operational teams
 - Developed strong technical, analytical, and stakeholder engagement capabilities applicable to technical sales and customer-focused environments
 - Supported utilities operations involving pump systems, wastewater treatment processes, rotating equipment, and industrial fluid handling systems within a refinery environment.
 - Assisted with pump sizing activities, process monitoring, equipment performance evaluations, and troubleshooting initiatives that contributed to improved operational reliability and efficiency.
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ADDITIONAL INFORMATION

- Open to travel and customer-facing responsibilities
 - Passionate about industrial sales, customer relationship management, and technical solution selling
 - Strong ability to learn technical products quickly and communicate product features and benefits effectively
 - Available to work independently and within cross-functional teams in fast-paced industrial environments
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REFERENCES

Available on request
