

NSUKU CLIFORD MASAKA

Customer Service Representative | Administration Officer | Imports Controller

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PROFESSIONAL SUMMARY

Results-driven customer service and operations professional with experience delivering exceptional customer experiences in the aviation and logistics industries. At Menzies Aviation, I supported FlySafair passengers using the Radixx Passenger Service System, ensuring efficient check-in, boarding, and timely resolution of customer enquiries in a fast-paced, service driven environment. My ability to build positive customer relationships, resolve issues with professionalism, and communicate effectively contributed to a seamless travel experience while supporting on-time operations.

My experience at DSV further strengthened my ability to coordinate with multiple stakeholders, manage administrative processes, maintain accurate records, and resolve operational challenges within strict service standards. I bring a customer-centric approach, strong problem-solving abilities, attention to detail, and a proven commitment to delivering efficient, high-quality service while building trust and confidence with every customer interaction.

KEY IMPACT AT DSV

- Coordinate 20+ end-to-end import and road freight shipments daily, keeping delivery windows tight and communication clear between clients, carriers, and internal teams.
- Negotiate carrier rates that consistently protect margin while keeping trucks moving on time, contributing to healthier lane profitability.
- Proactively resolve route delays, border issues, and documentation gaps — reducing escalations and keeping high-value clients informed before they have to ask.
- Built a personal tracking workflow in Microsoft Excel that improved shipment visibility and reduced time spent on manual status updates.
- Maintain accurate records for invoices, POD's, load confirmations, and delivery reports, supporting clean billing and faster query resolution.

WORK EXPERIENCE

Freight Broker (Imports)

Jul 2025 – 30 Jun 2026

DSV Road Brokerage • Kempton Park, Johannesburg

- Coordinate end-to-end freight shipments — scheduling, documentation, and stakeholder communication.
- Manage customer accounts by understanding shipping requirements, providing timely updates, and meeting service expectations.
- Negotiate rates and service terms with carriers to secure cost-effective, reliable transport solutions.
- Monitor shipment progress and resolve delays, route issues, and other logistical challenges proactively.
- Prepare and maintain accurate records: invoices, load details, booking confirmations, and delivery reports.
 - Use CRM systems and Microsoft Excel to track shipments, analyse data, and streamline workflows.

Customer Services Agent

Nov 2023 – Jan 2025

Menzies Aviation • Kempton Park, Johannesburg

- Assisted passengers with check-in, ticketing, and flight inquiries in a high-volume airport environment.
- Verified travel documentation and boarding eligibility.
- Processed passengers using the Radixx Passenger Service System.
- Coordinated boarding to support on time departures.
- Worked closely with flight crews and airport stakeholders.

EDUCATION

N2 Certificate — Mechanical Engineering

Dec 2023

Central Johannesburg College, Ellis Park

N3 Certificate — Mechanical Engineering

In progress

Central Johannesburg College, Ellis Park

1 module (Drawing) outstanding

Matric Certificate — Science

Dec 2018

Waterval High School, Elim

PROFESSIONAL SKILLS

- Freight & Import Coordination
- Carrier Negotiation & Rate Management
- Shipment Tracking & Exception Handling
- Customer Account Management
- Microsoft Excel & CRM / TMS Systems
- Problem Solving & Conflict Resolution
- Documentation, Compliance & Accuracy
- Time Management & Multitasking Under Pressure

SYSTEMS

- Microsoft Excel
- Microsoft Outlook
- NAVIS
- VFT
- TPT PORTAL
- SPOTLIGHT TRACKING
- RADIXX GO

LANGUAGES

- English — Fluent (speaking, reading, writing)
- Xitsonga — Native
- Zulu — Intermediate (speaking, reading, writing)
- Tshivenda — Intermediate (speaking, reading, writing)

REFERENCES

Jacky van Rooyan — Team Leader, DSV Road Brokerage • 082 320 1339

Smangaliso Thwala — Team Leader, Menzies Aviation • 083 738 6146