

MOGAMAT SHAHEED VAN DAWSON

Mayfair, Johannesburg, South Africa

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LinkedIn: Shaheed-van-dawson

Date of Birth: 01 January 1980 | Nationality: South African

Marital Status: Married | Dependents: Yes

Highest Standard Passed: NQF level 4 – System Development - ITVasity

PROFESSIONAL SUMMARY

Dynamic and dedicated Senior Operations & Customer Service Leader with over 20 years of experience managing large teams, multi-site operations, and cross-functional departments in industries spanning fuel, retail, real estate, call centers, and tech. Proven ability to lead under pressure, streamline business processes, drive growth, and ensure service excellence.

Committed to inspiring teams, building customer loyalty, and driving strategic results through innovation and effective people management.

CORE COMPETENCIES

Strategic Operations Management, Customer Relationship Leadership, Budgeting & Financial Controls, HR, Recruitment & Training, Escalation & Crisis Management, ISO & Compliance Management, Multi-site & Multi-sector Oversight, Conflict Resolution & Team Coaching, Project Planning & Implementation, Digital & Process Transformation

EMPLOYMENT HISTORY

Sole Proprietor

Sunny Bunns – Raw Chicken & Savories Retailer | Johannesburg

2022 – Present

- Founded and independently manage Sunny Bunns, a brand delivering fresh farm-style chicken cuts and hand-prepared savory products.
- Manage procurement, inventory, branding, packaging, customer service, and pricing strategies.
- Use AI tools and lean operations to maintain cost efficiency and community relevance.
- Built customer trust with consistent quality and tailored product offerings.

General Manager / Site Manager

Impeccable Properties | Uzaza Trading | Vooma – Johannesburg

Jan 2017 – 2022

- Oversaw day-to-day operations across fuel, rental, and factory businesses.
- Managed HR, hiring, training, inventory, compliance, and financial reporting.
- Directed productivity monitoring and system optimization for all business units.
- Spearheaded strategic planning and quadrupled business growth within 3 years.

Director & Trainer

IBSS-Online – Johannesburg

Sep 2014 – Sep 2015

- Founded startup to profitability via strategic sales, branding, HR services, and training.
- Delivered courses in customer service, leadership, sales, and behavioral skills.
- Recognized with Certificate of Achievement for successful business turnaround.

General Office Manager

Strive Software International – Johannesburg

Sep 2010 – Sep 2011

- Oversaw client relations, support tickets, debt collections, and training logistics.
- Analyzed customer data and produced weekly reporting for stakeholders.
- Handled SQL database integration and performance scorecards.

Team Leader → CRT Manager → Escalations Manager

Sykes Enterprise (HP Account) – Johannesburg

Jun 2004 – Sep 2010

- Managed large call center teams handling 350–400 calls/day with 92–100% SLA rates.
- Handled escalated client complaints and managed ISO/SOE compliance.
- Delivered weekly/monthly team scorecards and spearheaded retention strategies.
- Conducted one-on-one coaching, shift planning, and operational reporting.

Customer Relations Manager / Call Centre Agent

Digital-Mall – Johannesburg

May 2002 – Aug 2003

- Managed e-business customer accounts, internet banking, complaints, and web orders.
- Led outbound surveys and marketing campaigns for major brands.

EDUCATION & TRAINING

ITVasity – Systems Development – NQF Level 4

Certificates & Memberships:

- First Aid Level 1 – SA Training Services
- Over 30 Sykes in-house certificates

TECHNICAL & SYSTEM SKILLS

SQL | Microsoft Office | CRM Systems | SmartFuel | Web Admin | Finance Software

LANGUAGES

English (Fluent), Afrikaans (Fluent)

REFERENCES

Sykes Enterprise – Nazley Davis +27 82 553 5348 / +27 83 306 6491

Strive Software – Bibi Sidu - +27 71 369 6818