

## Centre Manager

As an experienced Centre Manager, I have consistently demonstrated a strategic mindset, strong analytical skills, and the ability to make data-driven decisions that have a positive impact on the organization's bottom line. Throughout my career, I have achieved remarkable success in driving operational excellence and delivering results. With a proven track record, I am well-prepared to take on the role of a Centre Manager and lead transformative initiatives that fuel organizational growth, optimize operational efficiency, and ensure the attainment of strategic objectives.

### Areas of Expertise

- ◆ Project Management
- ◆ Project Scope Evaluation
- ◆ Requirements Definition
- ◆ Deadline & Milestone Management
- ◆ Lesson Planning
- ◆ Data Analysis & Reporting
- ◆ Budgeting & Forecasting
- ◆ Enterprise Resource Planning
- ◆ Resource Allocation
- ◆ Student Engagement
- ◆ Quality Assurance
- ◆ Stakeholder & Vendor Management
- ◆ Enterprise Risk Management
- ◆ Regulatory Compliance

### Professional Experience

#### Akani Properties Centre Manager

January 2025 – Current

#### Key Responsibilities:

##### 1. Centre Operations & Facilities Management

- Ensure the centre is well-maintained, clean, secure, and compliant with health & safety regulations.
- Oversee service providers and contractors (cleaning, security, landscaping, maintenance).
- Monitor and manage building infrastructure, equipment, and service level agreements (SLAs).
- Respond promptly to incidents and emergencies.

##### 2. Tenant Management

- Act as the first point of contact for tenants regarding queries, issues, and support.
- Ensure lease compliance and manage tenant relationships proactively.
- Coordinate tenant installations and shopfitting, ensuring compliance with centre policies.
- Facilitate regular tenant meetings and communication.

##### 3. Financial Management

- Prepare, manage, and report on the annual operational budget.
- Monitor income and expenditure; control operational costs.
- Authorise payments and ensure adherence to financial procedures.
- Review and validate tenant recoveries and operating cost allocations.

##### 4. Marketing & Promotions (in partnership with marketing team)

- Support centre-wide marketing initiatives and campaigns.
- Liaise with tenants to promote in-centre activities and seasonal events.
- Drive foot traffic and enhance shopper experience through engagement strategies.

##### 5. Leadership & Staff Management

- Supervise centre-based staff (admin, maintenance, operations coordinators).
- Manage service provider teams on site.
- Foster a culture of accountability, excellence, and customer focus.

## 6. Reporting & Compliance

- Submit monthly management reports on operations, finances, leasing, and risks.
- Ensure compliance with all legal, municipal, and company policies (fire, OHSA, etc.).

### Hyprop Investments Operations Manager

September 2019 – December 2024

Accomplished and visionary Operations Manager with a track record of driving operational excellence and spearheading transformative initiatives to optimize organizational performance. Demonstrated success in streamlining processes, enhancing efficiency, and improving overall productivity. Notable achievements include:

- Led a company-wide operational transformation initiative, implementing Lean methodologies and process improvements that resulted in a 30% reduction in Operational costs and a 20% increase in overall efficiency.
- Orchestrated the successful integration of a new SAP system, overseeing a cross-functional team and ensuring minimal disruption to operations. This resulted in improved data accuracy, streamlined workflows, and enhanced decision-making capabilities.
- Implemented robust quality control measures, resulting in an increase in customer satisfaction by 25% within a six-month period.
- Led a major supply chain optimization project, collaborating with vendors and stakeholders to improve inventory management, reduce lead times, and achieve a 15% reduction in overall supply chain costs.
- Spearheaded the development and implementation of a comprehensive safety program, resulting in a significant decrease in workplace accidents.
- Proactively identified and addressed operational bottlenecks, utilizing data-driven insights to optimize resource allocation, streamline workflows, and improve on-time delivery performance by 20%.
- Cultivated a culture of continuous improvement by implementing a robust employee suggestion program, resulting in a 40% increase in employee engagement and the implementation of several cost-saving ideas.
- Successfully managed large-scale projects with budgets exceeding R30 million, ensuring adherence to timelines, cost controls, and quality standards, resulting in successful project completion and stakeholder satisfaction.
- Developed and nurtured high-performing teams, providing mentorship and guidance to cultivate a culture of accountability, collaboration, and professional growth.

- Implemented a standardized performance measurement system that improved operational efficiency and reduced costs by optimizing resource allocation and identifying areas for process improvement.
- Successfully managed a complex renovation project, coordinating with cross-functional teams, contractors, and vendors to ensure minimal disruption to daily operations while achieving project objectives within budget and timeline.
- Streamlined vendor selection and management processes, resulting in reduction in service costs and improved service quality through effective contract negotiation, performance monitoring, and vendor relationship management.
- Developed and implemented a comprehensive training program for operational staff, resulting in enhanced skills, increased productivity, and improved customer satisfaction ratings.
- Led the development and implementation of a preventive maintenance program, resulting in decrease in equipment downtime, improved reliability, and extended asset lifecycles.
- Successfully resolved escalated customer issues, demonstrating exceptional problem-solving skills and the ability to ensure customer satisfaction while adhering to company policies and procedures.
- Implemented robust health and safety protocols, resulting in a significant reduction in workplace accidents and injuries, and ensuring compliance with relevant regulations and industry standards.
- Introduced and managed a quality assurance program, conducting regular audits and inspections to ensure compliance with established standards, identify areas for improvement, and drive continuous quality enhancement.
- Played a key role in the development and implementation of an inventory management system, resulting in improved inventory accuracy, reduced stockouts, and optimized inventory levels.
- Actively contributed to the development and execution of strategic plans and initiatives, providing valuable insights and recommendations to improve operational effectiveness and support overall organizational goals.

**Reason for Leaving:** Better Opportunity

I ran my own business as a Business Development Executive for a year, but unfortunately had to make the difficult decision to close it due to unfavourable market conditions. However, this experience has provided me with valuable skills and a resilient mindset. As a results-oriented Business Development Executive, I have a proven track record of driving revenue growth and market expansion through strategic collaborations, proactive management, and optimized marketing activities. I excel in identifying and capitalizing on revenue opportunities by collaborating closely with distribution partners, resulting in increased sales and market penetration. With a strong ability to pursue website inquiries and effectively communicate product lines, I have successfully expanded the customer base and generated valuable leads, leading to new business opportunities and increased sales.

- Proactively managed and optimized marketing activities, strengthening overall operations and enhancing brand visibility.
- Conducted thorough market analysis to identify investment opportunities, threats, and challenges, enabling accurate forecasting and informed budget allocation.
- Successfully pursued website inquiries within specific territories, expanding the potential customer base and generating new leads.
- Effectively communicated product lines to clients, resulting in the development of new business opportunities and increased sales.
- Utilized external resources to uncover and qualify prospects, identifying valuable sales opportunities in targeted markets.
- Strategized with the sales team to prospect and qualify potential customers within assigned geographic territories, driving revenue growth and market expansion.

**Reason for Leaving:** Project completed.

Accomplished Operations Manager with a strong background in facilities management, equipped with extensive experience and a track record of success in driving operational efficiency and delivering exceptional results. Some notable accomplishments include:

- Led the revamp of a 5 storey office block, tenants were relocated and to other company office and on completion of the project successfully brought back.
- Developed and implemented a preventive maintenance program for critical equipment and facilities, resulting in a 30% reduction in unplanned downtime and a significant increase in equipment reliability.
- Successfully negotiated and managed contracts with external vendors, achieving cost savings of 15% through strategic sourcing initiatives and the implementation of performance-based agreements.
- Implemented energy-saving measures and sustainability initiatives, resulting in a 20% reduction in energy consumption and substantial cost savings in utility expenses.
- Oversaw the construction and renovation of new facilities, ensuring on-time and within-budget completion while adhering to quality standards and regulatory requirements.
- Developed and implemented comprehensive safety protocols and training programs, resulting in significant reduction in workplace accidents and a culture of safety consciousness among employees.
- Led a team of facility managers and staff, providing mentorship and guidance to drive continuous improvement, enhance operational effectiveness, and foster a high-performing and engaged workforce.
- Implemented a robust facility asset management system, streamlining maintenance processes, improving asset tracking, and optimizing inventory management, resulting in improved efficiency and cost savings.
- Collaborated with cross-functional teams to design and implement workplace optimization strategies, resulting in increased space utilization and improved employee satisfaction.
- Developed and implemented business continuity and disaster recovery plans, ensuring uninterrupted operations during unforeseen events and minimizing potential risks to the organization.

**Reason for Leaving:** Started my own training company.

- **Streamlined Operational Processes:** Implemented process improvements that resulted in increased operational efficiency and cost savings. For example, introduced a new inventory management system that reduced inventory holding costs by 20%.
- **Client Satisfaction Enhancement:** Developed and implemented strategies to improve customer satisfaction and retention. For instance, initiated regular customer feedback surveys, resulting in a 25% increase in overall customer satisfaction ratings and a 20% decrease in customer complaints.
- **Successful Project Management:** Led cross-functional teams in the successful execution of key projects, delivering them within budget and on schedule. For example, managed the construction and relocation of a new office space, ensuring a seamless transition for employees and minimal downtime.
- **Cost Reduction Initiatives:** Identified cost-saving opportunities and implemented measures to reduce operational expenses. For instance, renegotiated supplier contracts, achieving a 10% reduction in procurement costs without compromising quality or service levels.
- **Training and Development:** Implemented training programs to enhance the skills and capabilities of operational staff, resulting in increased productivity and improved employee morale. For example, introduced a comprehensive training curriculum focused on customer service skills, leading to a 20% improvement in customer satisfaction scores.
- **Quality Assurance and Compliance:** Implemented quality control measures and ensured compliance with industry regulations and standards. For instance, successfully achieved ISO 9001 certification by establishing and maintaining rigorous quality management systems, resulting in improved product/service quality and customer trust.
- **Cross-Functional Collaboration:** Fostered strong working relationships with other departments, promoting effective collaboration and alignment of operational objectives. For example, worked closely with the Sales team to develop efficient order processing procedures, resulting in a 30% reduction in order processing time and improved order accuracy.
- **Crisis Management and Business Continuity:** Successfully managed operational challenges and mitigated risks during crisis situations. For instance, developed and implemented a business continuity plan that ensured minimal disruption to operations during a major system outage, minimizing financial impact and maintaining customer satisfaction.
- **Team Leadership and Development:** Mentored and coached operational teams, fostering a culture of excellence and continuous improvement. For example, implemented a performance management system that resulted in improved employee engagement and a 15% increase in team productivity.
- **Data Analysis and Reporting:** Implemented data-driven decision-making processes and developed comprehensive operational reports to provide insights and facilitate informed decision-making. For example, established key performance indicators (KPIs) and dashboards, enabling real-time monitoring of operational performance and prompt action for areas needing improvement.

**Reason for Leaving:** Promoted to Operations Manager Role

**Liberty Properties, Eastgate Shopping Centre, Eaststrand, GP**  
**Trainee Centre Manager**

**July 2009 – March 2011**

- Successfully interpreted, designed, and implemented standards of performance and service requirements based on agreed quality policies and objectives, resulting in improved operational efficiency and customer satisfaction.
- Proactively liaised with tenants of the Retail portfolio and office portfolio, ensuring effective communication, and fostering strong relationships to address their needs and concerns promptly.
- Demonstrated expertise in compiling service specifications that balanced quality and cost considerations, optimizing resource allocation, and ensuring optimal service delivery.
- Efficiently selected and managed competent contractors who consistently met the required quality levels, ensuring the smooth execution of operational services and minimizing disruptions.
- Assisted and guided parking management teams within the portfolio by providing specialist advice, external knowledge, and leveraging internal expertise, leading to improved parking management practices and enhanced customer experience.
- Recommended budgets for all parking management portfolios without reference, demonstrating sound financial acumen and the ability to align budgetary allocations with operational needs.
- Effectively approved and controlled specifications for all operational services portfolios, ensuring compliance with quality standards and maintaining consistency across different areas of operations.
- Conducted operational services audits in line with agreed quality standards, identifying areas for improvement and implementing corrective measures to enhance performance.
- Managed contractors and regularly analysed their performance, providing comprehensive reports to evaluate their effectiveness and make data-driven decisions for continuous improvement.

**Reason for Leaving:** Promoted to Assistant Operations Manager

## PACT Property Development Office and Leasing Manager

October 2008 – June 2009

In the role of Property Development Office and Leasing Manager, I have successfully enhanced team collaboration and communication by preparing comprehensive meeting materials and managing client inquiries, resulting in improved stakeholder satisfaction. Additionally, I have demonstrated strong financial acumen by effectively administering budgets and implementing financial control measures, optimizing resource allocation, and ensuring efficient office operations.

- Enhanced team collaboration by preparing comprehensive meeting materials and taking detailed notes, ensuring effective communication and information distribution among stakeholders.
- Managed all incoming business and client requests for information, providing prompt and accurate responses to ensure high levels of customer satisfaction.
- Successfully administered the yearly budget, implementing strict financial control measures and conducting variance reporting to effectively manage office requirements and optimize resource allocation.
- Demonstrated exceptional leadership skills by effectively managing staff and contractors, fostering a productive and cohesive work environment. • Implemented successful marketing strategies to promote property developments, resulting in increased visibility and tenant interest.
- Prepared detailed management reports, providing valuable insights and recommendations to drive operational efficiency and strategic decision-making.
- Developed and executed plans and strategies to improve service delivery and enhance customer care, resulting in heightened tenant satisfaction and retention rates.
- Provided valuable assistance and support in all aspects of property development, including leasing office spaces, rental collections, and coordinating maintenance and repairs.
- Conducted regular inspections of property grounds, buildings, and equipment to identify maintenance concerns and promptly coordinate necessary repairs, ensuring the ongoing functionality and safety of the facilities. • Maintained regular communication with key tenant contacts to address concerns, resolve issues, and ensure their satisfaction with facility and services.

**Reason for Leaving:** I accepted a position with a larger company that not only allowed me to have more responsibility but also offered me some upward mobility.

## Additional Experience

Sales Representative, Simba, Cape Town

February 2004 – April 2005

Sales Representative, Fairbairn Capital, Cape Town

February 2003 – February 2004

## Education

- Certificate in the Property Management | **Wits University** 2015
- Certificate in Fundamentals of Shopping Centre Management | **University of Pretoria** 2010
- Post Graduate Diploma in Enterprise Management | **University of Cape Town** 2001
- Bachelor of Arts Degree (Political Studies, Public Affairs and Administration) | **University of Cape Town** 2000
- Matriculated with a full Matriculation Exemption | **Goronyane High School** 1997

## Software Skills

- MS-Teams
- MS Office (Word, Excel, PowerPoint, OneNote)
- MS Project
- SharePoint
- SAP

## REFERENCE CONTACTS

- 1. COMPANY:** Eastgate Shopping Centre  
**NAME & POSITION:** Johan Van Belkum (Former Eastgate Shopping Centre Manager)  
**CONTACT NO.:** 082 782 8019
- 2. COMPANY:** Sandton City  
**NAME & POSITION:** Mr Stanton Naidoo (Former Sandton City Deputy Centre Manager)  
**CONTACT NO.:** 078 422 2206
- 3. COMPANY:** Hyprop Investment  
**NAME & POSITION:** Mr R. Dooki (Operations Manager)  
**CONTACT NO.:** 071 154 1109