



# DORAH LEDWABA

## PERSONAL PROFILE:

As an accomplished Temporary Employment Services expert with more than 15 years extensive experience in HR, IR and business development, I possess a wide range of knowledge and talents that will allow me to contribute toward the success of any company. Before my start at Transman, I also served as Team Leader for 3 years, at Johnson Controls. Followed by 4 years at the Department of Public Works. My expertise lies in successfully directing organizational planning and development through strategic initiatives and programs. Including in-depth experience within the FMCG, Logistics and Manufacturing sectors.

Proficient in **Microsoft – MIS – ACCPAC**

Language Spectrum – **English, Zulu, South Sotho, North Sotho, Xhosa and Tswana**

## WORK EXPERIENCE:

### Transman

January 2005 – Current

#### National Industrial Relations Manager

It is important for me to note here that I have achieved remarkable growth over the last 15 years with Transman. My knowledge gained is invaluable in the Temporary Employment Services and Staffing market industry. While climbing the ranks to my current positions, I was capable to gain vitally important experience.

Promoted 5 times since I started at Transman in 2015.

#### Promoted to National Industrial Relations Manager in January 2017 till current

- Representing the Company in dispute resolutions, conciliations and arbitrations, CCMA, MEIBC, NBCCI and other councils.
- Risk management by ensuring IR policies and procedures compliance.
- Support to business units with HR and IR matters.
- Chairing disciplinary hearings.
- Facilitate branch audits to ensure compliance with Dept. of Labour PEA requirements.
- Facilitate Trade Union negotiations regarding organizational rights.
- Managing the successful submission of EE reports.

#### Promoted to Human Resources Manager in Jan 2015 – December 2016

- Manage, create, implement and supervise policies, which are mandatory for every employee, Permanent or Temporary staff.
- Plan, direct, and coordinate the administrative functions of an organization. Oversee the recruiting, interviewing, and hiring of new staff..
- Consult with top executives on strategy planning, and serve as a link between an organization’s management and its employees.
- Maximize the productivity of an organization by optimizing the effectiveness of its employees.
- Responsible for all CCMA cases nationally, including objections for Con/Arb.
- Recruiting, selecting, orienting, and training employees. Maintains human resource staff job results by counseling and disciplining employees; planning, monitoring and appraising job results.

#### Promoted to Business Development Manager in Jan 2012 – December 2014

- Total management of specified BDU accounts.
- Achieved set targets, while retaining and growing existing key account business.
- Credit management and quoting within prescribed parameters.
- Support and liaison with operations and placed staff.
- Client relationship building and retention.
- Management reporting.

#### Promoted to Account Manager in Sept 2009 – Dec 2011

- Sourcing new business and grow existing.
- Signing new clients, preparing and negotiating quotations.
- Ensure each client service program is updated timeously, and implemented.
- Worker meetings, including query resolution.

#### Promoted to Sales Consultant in Jan 2007 – Sept 2009

- Cold Calling.
- Achieved set targets, by sourcing new business and growing existing.
- Client onboarding and service program implementation.

#### Appointed as Secretary to Key Account Managers in Jan 2005 – Dec 2006

- Secretarial duties.
- Taking and distributing of minutes.
- General office administration.

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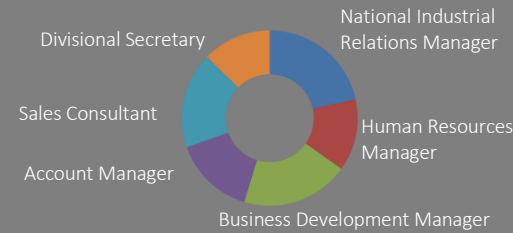
## CONTACT

Olifantsfontein, Gauteng

Available on request

Available on request

## EXPERIENCE



## SKILLS

- Human Resources Management
- Recruitment and Selection
- Customer Service
- Management Reporting
- Time Management
- Staff Development
- Administration
- Industrial Relations
- Active Listening

## EDUCATION & CERTIFICATIONS

Currently studying Industrial Relations  
UNISA

Business Management – NQF Level 7  
2019  
Wits

Public Financial Management Development  
Programme  
1996  
University of Pretoria, through Public Works

Thuto Lesedi Secondary School  
1994  
National Senior Certificate (NQF Level 4)

## REFERENCES

References excluded for confidentiality purposes