



## TSITSI CHIBANDA

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### AREAS OF EXPERTISE

- |   |   |   |
|---|---|---|
| <ul style="list-style-type: none"><li>- Executive Assistance</li><li>- Office Operations Management</li><li>- Diary / Calendar Management</li><li>- International Travel Coordination</li><li>- Project Management</li><li>- Event Coordination</li><li>- Documentation Drafting</li><li>- Meeting Minutes &amp; Record Keeping</li></ul> | <ul style="list-style-type: none"><li>- Data Processing &amp; Administration</li><li>- Database, Correspondence &amp; Communications Management</li><li>- Filing &amp; Records Management</li><li>- Reports &amp; Presentations (Creation)</li><li>- Stakeholder Management</li><li>- Supplier &amp; Vendor Management</li><li>- Training &amp; Relationship Building</li></ul> | <ul style="list-style-type: none"><li>- Budgets &amp; Expense Control</li><li>- Computer Literacy: Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)   Microsoft Project   Micros Fidelio   Computerised Lodging Systems (CLS)   ACT Database</li></ul> |
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### QUALIFICATIONS

**Bachelor of Laws (LLB);** The University of South Africa (UNISA), 2022

**PRINCE2 Practitioner;** AllAboutXpert Academy, 2014

**Project Administration & Support Course;** AllAboutXpert Academy, 2013

**Business Management Diploma;** Varsity College, 2011

**Executive Secretarial Diploma;** Commercial Careers College, 1988

**GCE O-Levels;** Dominican Convent High School, Zimbabwe, 1985

#### Other Certificates:

**GA Level 5 Certificate in Teaching English as a Foreign Language (TEFL)** I-to-I, 2023

### PROFESSIONAL EXPERIENCE

(CURRENT)

#### ***SuperSport International, Outside Broadcasting Division***

*October 2012 to Date*

#### **Supervisor: Outside Broadcast (OB) Resources, South Africa**

*January 2021 to Date*

*Oversees the administration of the OB Resources Department, coordinating resources, budgets, teams, travel arrangements, and ad hoc production activities.*

#### Travel Arrangements / Ad hoc Production Activities

- Coordinates local and international travel arrangements, including flights, accommodation, transfers, and transportation for the Management Team.

- Organises subsistence and travel allowances for international trips and reconciles all travel expenses.
- Books and reconciles specifics for ad hoc productions, and confirms arrangements with the crew.

#### People Management

- Oversees the Bookings Team to ensure related business unit objectives are achieved.
- Organises performance development and informal coaching, to develop high-performing teams.
- Develops workforce and recruitment demand plans to meet future business requirements.
- Interviews and recruits new team members and freelancers, alongside the Line Manager.
- Resolves team member grievances and deploys performance improvement programmes.
- Coordinates leave requests, ensuring adequate coverage of assignments.

#### Resources Management

- Maintains operators' databases, and manages operational crew reconciliations and timesheets.
- Establishes employee development frameworks in collaboration with Supervisors.
- Creates specialised talent pools and facilitates talent development to maintain a skilled workforce.
- Ensures that teams comply with SuperSport SOPs, guidelines, and principles.

#### Budget Management

- Allocates budgets to support the cost-effective utilisation of resources.
- Identifies and recommends cost-effective solutions to reduce operational costs.
- Liaison with suppliers' and vendors – procurement through to invoicing.

#### SuperSport Outside Broadcast Production Management

- Coordinated SuperSport Outside Broadcast production activities.
- Confirmed production requirements with event facilitators and SuperSport departments.
- Booked and confirmed crews and facilities via the electronic booking system.
- Applied accreditations for sporting codes.

#### SuperSport Outside Broadcast Electronic Booking System (SOBER)

- Utilises the internal bookings system to secure crew and production availability and schedules.
- Updates data on SOBER, and compiles reports for management.
- Serves as first-line support for any SOBER-related issues.

### **Events Coordinator, South Africa & Africa**

*November 2018 to December 2020*

*Oversees the administration duties for the Events Department, vehicle scheduling, technical resources bookings, finance and HR related matters, travel arrangements, and ad hoc productions.*

#### Finance, Administration & Travel Management

- Finalised and reconciled crew timesheets, as well as subsistence and travel payments.
- Ordered and maintained stationery and stock.
- Arranged annual team-building workshops and quarterly meetings; booked meeting and training venues.

#### Travel Arrangements / Ad hoc Production Activities

- Coordinates local and international travel arrangements, including flights, accommodation, transfers, and transportation for the Management Team.
- Organises subsistence and travel allowances for international trips and reconciles all travel expenses.
- Books and reconciles specifics for ad hoc productions and confirms arrangements with the crew.

SuperSport Outside Broadcast Production Management

- Managed SuperSport Outside Broadcast production activities.
- Established production requirements with event facilitators and SuperSport departments.
- Arranged crews and facilities.
- Reconciled productions.
- Applied for accreditations for sporting codes.

SuperSport Africa

- Served as the first line of contact for any queries or issues regarding the Closed Africa Division.
- Oversaw freighting logistics for the Africa Division, coordinating all imports and exports.

**Freighting & Logistics Controller, Africa**

*December 2016 to October 2018*

*Prepared and coordinated freight forwarding logistics for equipment and products, throughout Africa, promoting an efficient supply chain.*

- Aided with arranging travel and accommodation, travel subsistence, and crew and drivers.
- Coordinated vehicle movements throughout Africa and managed licensing, services, and maintenance.
- Gathered and tracked required information and documentation for permits, TIPs, and ATIPs.
- Acquired necessary certificates for equipment before activating shipments.
- Organised imports, exports, and production trucking.
- Oversaw all freighting, couriering, and cross border shipments throughout Africa.
- Processed technical quotes and invoices with the Zambia office.

**Project Administrator, Africa [AllAboutXpert (Pty) Ltd.]**

*October 2012 to November 2016*

*Served as Project Administrator for all SuperSport Africa projects and primary point of contact for projects across the African region.*

- Organised project meetings, agendas, and captured minutes.
- Participated in project research, offered support across the project lifecycle and monitored progress.
- Liaised with project stakeholders, and prepared project requirements and information.
- Managed communications between the SuperSport PMO and SuperSport Africa Projects.
- Prepared consultant contracts and detailed scope of service documents.
- Tracked budgets and reconciled expenses.
- Organised training within the region, and established processes for the Africa Project Management Office.
- Planned vehicle movements throughout the region, and prepared required information and documentation.

**Old Mutual South Africa (OMSA), Retail Affluent Strategy  
Strategy Support Specialist**

*January 2012 to July 2012*

*Facilitated the formulation and adaptation of the business strategy, and ensured business unit alignment.*

- Assisted the Strategy Manager with project administration activities.
- Attended Exco and Senior Management meetings, established meeting agendas and took minutes.
- Prepared strategy presentations and reading packs for the Retail Strategy Manager / Segment Managing Director.

- Contributed to segment business plans and reports, by gathering and consolidating information from various business units.
- Ensured timely delivery of reporting from business units, and reviewed submissions.
- Fostered and maintained productive relationships with Senior Management stakeholders.

## EARLIER EMPLOYMENT SYNOPSIS

<i>Old Mutual Africa Holdings (OMAH)</i>	<i>April 2009 to December 2011</i>
<b>Project Administrator: Integrated Back Office Project (IBO)</b>	<i>March 2010 to December 2011</i>
<b>Personal Assistant to the Chief Risk Officer</b>	<i>April 2009 to February 2010</i>
<i>CEF Sustainability (Central Energy Fund)</i>	<i>October 2007 to February 2009</i>
<b>Senior Projects Administrator</b>	
<i>Sasol Oil</i>	<i>April 2006 to September 2007</i>
<b>Administrator; Business Intelligence, Knowledge Management, Strategic Planning</b>	
<i>UNDP / CEF – Solar Cooker Project (Central Energy Fund)</i>	<i>March 2005 to February 2006</i>
<b>Senior Projects Administrator</b>	
<i>British Council, Southern Africa</i>	<i>March 2001 to March 2005</i>
<b>Arts Project Manager</b>	<i>July 2002 to March 2005</i>
<b>Arts Assistant</b>	<i>March 2001 to June 2002</i>
<i>Sandton Convention Centre</i>	<i>August 2000 to December 2000</i>
<b>Senior Functions &amp; Events Co-ordinator</b>	
<i>Phumelela Gaming &amp; Leisure</i>	<i>January 2000 to July 2000</i>
<b>Functions Co-ordinator</b>	
<i>Zimunathi Investments</i>	<i>December 1998 to December 1999</i>
<b>Executive Secretary to Managing Director &amp; General Manager</b>	
<i>W. K. Kellogg Foundation</i>	<i>November 1997 to November 1998</i>
<b>Program Assistant</b>	
<i>Elephant Hills Inter-Continental Hotel</i>	<i>February 1991 to October 1997</i>
<b>Banqueting Manager</b>	<i>March 1995 to October 1997</i>
<b>Assistant Banqueting Manager</b>	<i>November 1993 to February 1995</i>
<b>Banqueting Co-ordinator</b>	<i>September 1992 to October 1993</i>
<b>Business Centre Supervisor</b>	<i>February 1991 to August 1992</i>

Zimbabwe Sun Hotels, Head Office

May 1988 to January 1991

Junior Personal Assistant to the Chairman & Managing Director

## EMOTIONAL INTELLIGENCE QUOTIENT

- **Articulate and confident:** Communicates effectively in writing and verbally, across various audiences, presenting information clearly and concisely.
- **Growth-oriented leader:** Provides mentorship and professional development support to teams, to facilitate talent development and the optimal achievement of business objectives.
- **Self-assured presenter:** Presents information and engages professionally and passionately with a wide range of stakeholders, including peers and senior leadership.
- **Self-motivated and proactive:** Seeks out opportunities to improve processes, and operates with a high degree of autonomy - especially in environments of ambiguity and change.
- **Astute relationship builder:** Networks with a broad range of key stakeholders, cultivating valuable work relationships and partnerships based on professional engagement, trust, and consistency / reliability.

## PERSONAL DETAILS

<b>Date of Birth, Nationality</b>	25 September 1968, Zimbabwean   SA Work Permit: JOH 80085 (Expires 30 June 2023)
<b>Languages</b>	English   Shona
<b>Driver's License</b>	Code B
<b>Marital Status</b>	Single
<b>Certificates</b>	<i>Presented upon request</i>
<b>Availability</b>	One Calendar Months' Notice
<b>References</b>	<p>Mr Sam Thekiso Studio Resources Manager, SuperSport International Email: Sam.Thekiso@supersport.com Mobile: +27 (0) 76 428 9931</p> <p>Mr Prishen Govender Senior Manager Technical Broadcasting, SuperSport International Email: Prishen.Govender@supersport.com Mobile: +27 (0)83 413 5372</p> <p>Mr Deon Swarts Email: S_deon@live.com</p>

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