

Sinazo Melisa Yose

Product & Service Design | Operations | Commercial Development

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Professional profile

Founder and director of Solutions Sinazo (Pty) Ltd, working across product strategy, service design, operating models, commercial development and delivery coordination. This current practice builds on experience in retail supervision, education administration, customer care and logistics support.

Current practice and recent employment

Solutions Sinazo (Pty) Ltd | Founder & Director

Current practice · start date to confirm

- Lead product and service strategy across Solutions Sinazo: define problems, audiences, priorities and practical delivery pathways.
- Develop service designs, user journeys, operating models, requirements, research briefs and professional proposals; coordinate development and review.
- Develop commercial models covering configured services, pricing logic, cost considerations and bounded capacity; distinguish working proposals from validated commercial results.
- For BlackBox, develop the workforce and skills proposition, service catalogue, provider-participation model, workflow quality requirements and commercial structure.

Current scope is described from owner records and product-development documents. Formal start date requires confirmation; designed capabilities and commercial models are not claims of a completed live service.

Kwantu Superspar | Supervisor Store Promoter

27 May 2024 – 30 April 2026

- Supported eCommerce and point-of-sale operations, promotions, customer enquiries and complaint resolution.
- Supervised tasks and staff rosters; coordinated pricing displays, stock checks, quality administration and retail support services.
- Reported promotion to supervisor within the first three months; developed in-store campaigns and the CounselEase employee wellbeing initiative.

Bidvest Steiner | Helpdesk Administrator / Credit Controller Assistant

9 November 2020 – 15 January 2021

- Handled debt enquiries, payment arrangements, proof-of-delivery collections and document administration.

Deloitte & Touche | Admin Clerk

8–30 June 2020

- Managed document filing, transfers and classification checks in the company registry.

Professional experience

Abantu Staffing Solutions | Admin Clerk · assignments

From 3 January 2020 · current status to confirm

- Provided administration and reception support according to assignment requirements.

The source CV says 'Present'. Ongoing assignment status has not been confirmed.

Ilanga Cash Loans | Branch Office Manager

24 June – 23 September 2019

- Coordinated branch operations, staff, customer service, loan administration and debt follow-up.
- Maintained client files, transaction records, referral commissions and supplier correspondence.

Damelin College | Receptionist

1 February 2018 – 18 June 2019

- Coordinated reception, calendars, staff rosters, student communications and facilities enquiries.
- Trained telemarketers and supported interns during workplace learning.
- Contributed to staff development, health and safety, student support, marketing, publication and community committees.

Damelin College | Telemarketer

17 November 2017 – 31 January 2018

- Explained courses and promotions, contacted prospective students and arranged consultant appointments.

Cambridge Spar | Cashier

24 November 2015 – 3 March 2016

- Handled point-of-sale transactions, packing and daily cash administration.

Earlier professional experience

Vector Logistics | Receptionist

25 November 2014 – 26 March 2015

- Provided reception support, maintained contact records and scanned proof-of-delivery documents into SAP.

Bidvest Panalpina Logistics | Admin Clerk

From 1 August 2013 · end date to confirm

- Supported order processing, data capture, SAP proof-of-delivery records and credit requests.
- Assisted with invoice administration, general ledger support, casual labour records and client correspondence.

The source lists 29 October 2024 as the end date, overlapping subsequent roles. The date is retained for private review rather than silently corrected.

Kempston Car Rental | Rental Agent

20 August 2012 – 8 January 2013

- Prepared contracts, quotations and debtor invoices in AccPac; handled client liaison, petty cash and expense controls.

MSC Education Holdings | Data Entry Operator

4 April 2011 – 17 August 2012

- Captured and interpreted data, maintained Excel records and formatted and proofread assessment papers.

Nqoma & Company Attorneys | Runner

14 February – 31 March 2011

- Supported reception, data capture, document collection and company banking errands.

Cape Union Mart | Sales Assistant · casual

15 December 2010 – 12 February 2011

- Supported product sales and customer service in a target-driven retail environment.

Expertise and learning

Design & creative development

Product concepts, service design, user journeys, information structure and visual communication, alongside fine and digital art, graphics, promotional displays and campaign design.

Product strategy & operating-model design

Define product purpose, audiences, service catalogues, provider participation and delivery models. BlackBox work spans employment access, workforce services, skills and economic mobility.

Quality assurance & workflow governance

Define review points, evidence requirements, consent boundaries and outcome records in product and service workflows; apply practical experience in document checks, retail quality and programme review.

Business analysis & requirements

Translate user and organisational needs into functional requirements, decision criteria, service scope and usable processes; connect product intent with delivery constraints and reviewable outputs.

Operational administration

Document control, data capture, order processing, reception, calendars, meeting minutes, rosters, timesheets, facilities enquiries and day-to-day workflow organisation.

Delegation & team supervision

Assigning tasks, scheduling staff, supervising retail operations, training telemarketers, guiding workplace-learning interns and monitoring team responsibilities.

Coordination & delivery management

Translate requirements into scopes, responsibilities, dependencies and delivery steps; coordinate stakeholder communication, campaigns, committees and development work from concept through review.

Financial analysis & commercial modelling

Develop service-pricing logic, cost-to-serve considerations, margin assumptions and bounded capacity models for Solutions Sinazo products; draw on affordability calculations, expense controls, debt monitoring and financial administration.

Customer experience & service resolution

Client liaison, complaint handling, front-of-house service, telephone communication, negotiation and practical query resolution across retail, education, rentals and credit services.

Research & strategic development

Frame problems, research workforce and skills needs, map services and stakeholders, develop proposals and set product priorities around practical economic-participation pathways.

Communication & marketing

Creative writing, transcription, social media marketing, customer correspondence, promotional execution, newsletter contributions and marketing coordination.

Digital capability & enterprise support

Microsoft Excel, AccPac, basic SAP familiarity and eCommerce operations; mentoring, skills pathways and market-access thinking across education and enterprise contexts.

Education and professional context

Lovedale Public FET College | Certificate in Introductory Arts and Design · 2013

Drawing, painting, space and volume studies, graphics and design. Entrepreneurship learning is owner-reported; separate module evidence remains to be confirmed.

Cambridge High School | Matriculation · 2006–2010

English, isiXhosa, mathematics, accounting, life science, physical science and life orientation.

Additional learning and creative practice

Workplace learning listed in the source CV includes supervisor development, customer service, promotional execution, keyboard literacy and privacy awareness. Fine and digital art, creative writing, transcription, local exhibition activity and mentoring are also source-reported.

Ownership and verification

eVolv is Sinazo's intellectual property, built for client use, as confirmed by the founder. Client usage is distinct from ownership; licensing and contractual terms are not published.

Experience, qualifications and achievements are based on the supplied CV and owner records and have not been independently verified. Formal Solutions Sinazo start date, Bidvest Panalpina end date, ongoing Abantu assignment status and separate entrepreneurship evidence require confirmation. References are available on request with consent.