

# *Curriculum Vitae of Mashudu Calton Raphetha*

## Personal Details

<b>First Name:</b>	<b>Mashudu Calton</b>
<b>Surname:</b>	Raphetha
<b>Marital Status:</b>	Single
<b>Nationality:</b>	South African
<b>Gender:</b>	Male
<b>Race Group:</b>	African
<b>Health:</b>	Good
<b>Home Language:</b>	Venda
<b>Other Languages:</b>	English, Sepedi, Xitsonga, Isizulu, and Isixhosa
<b>Drivers Licence:</b>	Code 10

## Educational Background

<b>Tertiary:</b>	University of Johannesburg Post Graduate Diploma: Labour Law Status: Completed
<b>Year Completed:</b>	2020
<b>Tertiary:</b>	Tshwane University of Technology Tourism Management National Diploma Status: Completed
<b>Year Completed:</b>	2006
<b>Secondary:</b>	Raluombe Secondary School Grade 12
<b>Year Completed:</b>	2001

## Work Experience

- FULLTIME TRADE UNION REPRESENTATIVE (FTUR) – South African Airways - A world class national airline of South Africa, with domestic, regional and international flights.**

**Duration: February 2015 to 31 August 2020**

### ***Duties & Responsibilities:***

- Represent the Party Trade Union in meetings convened by the Company at the Bargaining Forum.
- Report to the Party Trade Union shop stewards and/or employees after each meeting.
- Participating in collective bargaining processes in the Bargaining forum.

- To receive and consider reports and recommendations from the Workplace Shop Stewards Committees.
- To give mandates on any matter requiring same.
- To receive the reports, grievances, complaints and concerns from the employees at the plant level.
- To represent employees in the Disciplinary Hearings, Grievance Procedures etc.
- To monitor compliance with the Labour Legislation.
- To convene the General meetings at the workplace.
- To assign shop stewards lawful activities.
- To discourage employees from taking part in any unlawful or unprotected industrial action and report any such action to the appropriate Party Trade Union Structures.

**2. 2<sup>ND</sup> DEPUTY PRESIDENT– National Transport Movement (NTM the union)  
Duration: September 2016 – January 2019 and PRESIDENT from 2019 to 31 August 2020.**

***Duties & Responsibilities:***

- To preside over all National meetings of the Union including the National Congress.
- To enforce the observance of the rule of this Constitution.
- To exercise political oversight over the Constitutional Structures of the Union.
- To promote unity in all Constitutional structures of the Union.
- To work collectively with the other members of the NOBC.
- To sign the Minutes of the NOBC, NEC and the NC.
- The President must be a worker, a Shop Steward and a member in good standing of the Union.
- The President has deliberative and casting votes in all meetings of the Union.

**3. Communications Officer – South African Airways  
Duration: May 2008 – March 2015**

***Duties & Responsibilities:***

- Negotiate preferred / alternate parking bay for loading and inform relevant parties of changes
- Facilitate logistical service supply to minimize delays and establish serviceability status of aircraft for the specific planning period.
- Prepare and report on significant operational occurrences and incidents
- Slot co-ordination and negotiation of lost slots with ATNS based on operational functionality
- Negotiate & Monitor parking bays allocation with ACSA
- Communicate parking bay changes to all the relevant departments and update MCS

- Attend Delay Management Forum to provide an account of events for significant occurrences
- Establish duration of adverse conditions, gather all information that will lead to schedule disruption, e.g. aircraft diversions, report to Manager on Duty
- Facilitation of a joint decision making process with various departments in the operational environment ensuring minimum discomfort to the passenger whilst maximizing revenue earning potential by applying the following operational schedule recovery techniques:
- Ensure effective communication between all sections, to maximize co-operation and minimize delays.
- Continuously monitoring of the operations schedule as well disseminating telexes as a means of primary communication with outstations.

**4. Customer Service Agent (CSA) – South African Airways**  
**Duration: May 2005– January 2007**

***Duties & Responsibilities:***

- Liaising with aircraft control center to enable the smooth landing and taking off.
- Assisting with check in of domestic and international passengers
- Assisting with verification of passengers’ travel documents
- Coordinating with relevant departments to resolve baggage loss and queries
- Handling of Customers queries through call center and reservations
- Offering assistance to Customers by the Ticketing help desk
- Coordinating with all operation departments to ensure smooth operation.

**5. IR Co-Ordinator –Rail 2 Rail / Lennings Rail**  
**Duration: August 2021– March 2025**

***Duties & Responsibilities:***

- Developing and implementing IR strategies: This includes crafting and executing policies to foster positive employee relationships, improve workplace culture, and ensure compliance with labor laws.
- Facilitating communication: Acting as a bridge between management and employees, addressing concerns, and promoting open dialogue to resolve issues.
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- Handling grievances and disputes: Investigating complaints, ensuring fair resolution processes, and mediating between parties.
- Negotiating and implementing collective bargaining agreements: Collaborating with unions or employee representatives to negotiate fair terms and conditions of employment.
- Ensuring compliance with labor laws and regulations: Maintaining up-to-date knowledge of labor laws and regulations and advising management on compliance.
- Developing and delivering training: Conducting training sessions on labor relations, employee rights, and workplace policies

## **6. General Secretary – Dynamic People’s Union of South Africa**

**Duration: 2021 – 2026 (current)**

### **Duties and Responsibilities:**

- Managing head office operations
- Representing the union in high-level negotiations, conducting correspondence and facilitating meetings.
- Responsible for the executive administration for the day-to-day management of the union.
- Ensure the union complies with the Labour Relations Act, including maintaining records, submitting annual reports and managing compliance with the Department of Employment and Labour.
- Provide strategic direction and represents the union in negotiations, serving as the primary spokesperson with media including international platforms.
- Chief participant in collective bargaining, championing the rights of workers, organising campaigns and leading negotiations for better wages and working conditions.
- Organises national congress and executive council meetings, recording minutes and maintaining all official correspondence.
- Managing union finances, submitting regular financial reports to the executive council and ensuring proper management of union funds.
- Ensure membership growth and overseeing the verification of membership records.
- Supervise union staff and departments.
- Managing member grievances and oversees organising strategies

## Skills and Experience Developed

- Communication skills- both verbal and written
- Networking
- Time Management
- Respect Confidentiality
- Working well under pressure
- Excellent negotiation skills
- Advanced Microsoft products knowledge
- Good follow-up skills
- Ability to make sound decisions quickly, as well as prioritize well and still maintain accuracy.
- Ability to work with a team, as well as work independently with little or no supervision.
- Assertive
- Stress management
- Planning and Organising, Risk Management
- Multi-Tasking.
- Telephone etiquette
- Attentive to details
- Negotiation skills
- Dispute Resolution Skills
- Mediation and Conciliation