



TIANA VAN DER MERWE

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South Africa, PTA

EDUCATION

BACHELOR OF COMMERCE IN BUSINESS MANAGEMENT NQF 7 | UNISA | 2023

- Business strategy, operations and management fundamentals
- Analytical decision-making and planning

INTERNATIONAL FREIGHT MANAGEMENT IN IMPORT & EXPORT NQF 7 | UNISA | 2019

- Supply chain and logistics coordination
- Documentation control and compliance basics

SMALL MEDIUM ENTERPRISES NQF 7 | UNISA | CURRENT

- Entrepreneurship and business growth fundamentals

RETAIL OPERATIONAL FINANCE NQF 5 | EVOLVE | 2021

- Retail finance controls, stock and shrinkage basics
- Cost awareness and operational compliance

PROFESSIONAL SUMMARY

NATIONAL RETAIL OPERATIONS | PROJECT COORDINATION | PROCUREMENT | ADMIN & FINANCE SUPPORT

Operations and project coordination professional with 6+ years' experience supporting large-scale retail networks, branch readiness rollouts, supplier administration, reporting, and finance support. Strong exposure to multi-site operations and high-volume tracking, ensuring projects are executed on time, suppliers deliver as required, and documentation is audit ready. Currently the Owner/Founder of Biksie, managing end-to-end e-commerce operations, fulfilment, suppliers, and customer support.

KEY ACHIEVEMENTS

- Supported a rollout team that opened **~80 new branches** over **6 years**.
- Supported operations across **120+ retail branches** nationally.
- Managed asset/procurement tracking for **680 vehicles** (billing, licensing, allocations).
- Supported finance with allocations and documentation across **800+ accounts**.
- Drove cost-saving initiatives through **supplier alignment** and **national agreements**.

PROFESSIONAL EXPERIENCE

BIKSIE (Pty) Ltd — Co-Founder & Director

Nov 2024 – Present | Centurion, South Africa

As a co-founder of Biksie, I've helped build the business from the ground up and work hands-on across operations to maintain smooth fulfilment, dependable suppliers, and great customer service.

- Manage multi-channel customer support (WhatsApp, email, social platforms), ensuring professional communication and fast resolution of customer queries.
- Coordinate order fulfilment from processing to dispatch, including packing, courier bookings, tracking updates, delivery follow-ups, and returns handling.
- Maintain WooCommerce operations including product uploads, pricing updates, category management, and ensuring listings remain accurate and customer ready.

SKILLS

PROJECT COORDINATION

- Rollouts & readiness
- Schedules & trackers
- Stakeholder updates

PROCUREMENT

- RFQs / quotes
- POs & invoices
- Supplier follow-up

VENDOR MANAGEMENT

- Service providers
- Contract support
- Cost-saving initiatives

REPORTING (EXCEL)

- Excel reporting
- Status reporting
- Document control
- Advance Excell Reports

FINANCE SUPPORT

- Ledger allocations
- Month-end support
- Audit-ready files.

ASSETS & COMPLIANCE

- Asset movements
- Fleet admin support.
- PPE / H&S

PROFESSIONAL DEVELOPMENT

Excel | Extended
Advanced | JHJ Training
Institution | 2022

Excel | Basic to
Advanced | The Training
Centre | 2018

SHE Representative |
Health & Safety | NOSA |
2020

Background Screening |
Criminal Checks | MIE |
2022

- Coordinate procurement and supplier administration: request quotations, place stock orders, process invoices, and follow up on availability, lead times and delivery schedules.
- Maintain operational controls through accurate invoicing, trackers/spreadsheets and structured record keeping to support reporting and continuity.

MOTUS AFTERMARKET PARTS - National Retail Operations: Admin

Feb 2021 – Sep 2024 | Gauteng, South Africa

Supported national retail operations across a large branch footprint, coordinating readiness projects, suppliers, reporting and finance/admin support.

- Coordinated national rollout projects (acquisitions, revamps, greenfield, relocations) and used trackers to manage timelines, tasks and branch readiness.
- Managed procurement, asset movements and asset tracking across 120+ branches, including oversight of 680 vehicles
- Supported finance with ledger allocations and documentation control across 800+ accounts, keeping records accurate and audit-ready.
- Coordinated branch readiness and shopfitting requirements, including security systems, shelving, flooring, certificates, inverters, IT equipment and cabling/networking.
- Worked closely with IT managers/executives to ensure standardized setups, smooth system access and consistent infrastructure during new branch openings and upgrades.
- Supported supplier and contract administration by aligning service providers to operational standards and contributing to cost-saving initiatives.
- Assisted with year-end budget preparation and cost-control support for retail operations.
- Coordinated PPE supply to branches to support health and safety compliance
- Supported lease-related administration and maintained consistent operational documentation across the branch network.
- Produced operational updates and coordinated stakeholders across operations, finance, IT, suppliers and branch teams.

MOTUS AFTERMARKET PARTS - National Retail Administrator

Aug 2018 – Jan 2021 | Gauteng, South Africa

- Coordinated procurement, leases and logistics support across branches, ensuring continuity of branch operations.
- Negotiated and supported national agreements (leases, security services, Cash in Transit (CIT), monitoring systems, stationery and related suppliers) to improve consistency and cost control.
- Implemented cost-saving initiatives to reduce monthly expenses across all branches.

REFERENCES

MOTUS AFTERMARKET PARTS

Retail Operation Executive
Johnny Brazer
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MOTUS AFTERMARKET PARTS

Admin
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PROPERTYCOZA

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WHITEHALLSTEINER

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Course Organization, Location 20XX

- Trained branch administrators on debtor systems, general admin duties, cash handling procedures, and reporting processes.
- Contributed to the development of yearly budgets for retail branches, aligning financial plans with organizational goals.
- Collaborated with cross-functional teams on national acquisitions and relocations, facilitating smooth transitions in locations such as Cape Town, Nelspruit, and Zeerust.
- Coordinated accommodation, travel arrangements, and flights, ensuring seamless logistical support for retail operations.
- Assisted with the management of leases for retail branches.
- Coordinated procurement, leases and logistics support across branches, ensuring continuity of branch operations.

PROPERTY.CO.ZA — Real Estate Agent

Jan 2017 – Jan 2018 | Gauteng, South Africa

- Completed a structured internship, supporting office and field administration for sales and rentals.
- Supported property sales administration: client communication, documentation and contract support, and follow-ups.
- Supported rentals: coordinated tenant agreements, managed documentation, and maintained accurate records.

WHITEHALL STEINER — Financial Administrator

Jan 2017 – Jan 2018 | Gauteng, South Africa

- Captured and analyzed client data using Excel/Word and maintained organized accounting records.
- Organized SARS-related documentation (e.g., VAT registrations) and supported administrative processes linked to accounting records.

DR BRAAM'S MEDICAL CLINIC — Receptionist

Jan 2016 – Jan 2017 | Gauteng, South Africa

- Managed appointment scheduling and patient flow at reception.
- Assisted patients with documentation and medical aid queries; maintained filing systems and accurate data collection.