

Thandi Ndlovu

Call centre agents

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PROFESSIONAL SUMMARY

Results-driven professional with 8+ years of South African market experience, NQF Level 7 qualifications, and a proven track record of delivering measurable business outcomes. Strong stakeholder management, regulatory awareness (POPIA, BCEA, B-BBEE) and bilingual communication (English / isiZulu).

KEY SKILLS

Stakeholder management • Project delivery • POPIA compliance • Microsoft 365 • Reporting & analytics • Team leadership • Budget control • B-BBEE awareness • Risk management • Customer service excellence

PROFESSIONAL EXPERIENCE

Senior Specialist - Sasol Limited

Jan 2022 - Present

Sandton

- Led a 9-person cross-functional team delivering a R12m programme on time and under budget by 7%.
- Implemented POPIA-aligned record-keeping that closed 14 outstanding audit findings.
- Grew internal NPS from 38 to 71 through quarterly stakeholder roadshows and faster turnaround SLAs.

Specialist Consultant - Deloitte Africa

Mar 2019 - Dec 2021

Woodmead

- Advised 12 JSE-listed clients on operating-model redesign, generating R45m in identified savings.
- Authored the firm's BCEA & EEA compliance toolkit, adopted across 3 service lines.
- Mentored 4 junior consultants - 3 promoted within 18 months.

EDUCATION

BCom Honours (NQF 8)

University of the Witwatersrand • 2018

Cum laude • Golden Key International Honour Society

BCom (NQF 7)

University of Pretoria • 2016

CERTIFICATIONS

- PRINCE2 Practitioner - AXELOS (2023)
- POPIA Practitioner - IITPSA (2022)

LANGUAGES

English • isiZulu • Sesotho

REFERENCES

Available on request.