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**PUMEZA NTISANA**

CURRICULUM V I T A E

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## PERSONAL DETAILS

### RESIDENTIAL ADDRESS:

16 Ironwood Crescent  
wood Estate  
Noordwyk, 1687  
South Africa

### CONTACT DETAILS:

**Mobile:** +27 76 284 6518  
**Email:** marompi77@gmail.com

### LANGUAGES

English and isiXhosa:  
Sotho, Tswana, Zulu:

### PERSONAL DATA

Surname: Ntisana  
FirstName: Pumeza  
Gender: Female  
ID No 8105220469083

### QUALIFICATIONS

#### **BTECH: Quality (2003- 2004)**

- Cape Peninsula University of Technology  
(Formerly Peninsula Technikon)

#### **National Diploma: Small Business Management (2000–2002)**

- Cape Peninsula University of Technology  
(Formerly Peninsula Technikon)

### PROFESSIONAL SKILLS/ATTRIBUTES

- **Computer literacy:** Microsoft Office, SAP, Pastel
- Team player, honest, ability to work under pressure, accuracy, adaptability, attention to detail.
- Goal orientated, multi-skilled and-focused.

# EMPLOYMENT HISTORY

**TITLE:**

**Project Manager Sustainability**

**DURATION**

May 2023-current

**ORGANISATION:**

United People Global

**Core Duties and Responsibilities**

- Deploy a wide variety of training methods, conduct effective induction and orientation sessions.
- Monitor and evaluate training programs' effectiveness, success, and ROI periodically and report on them.
- Provide opportunities for ongoing development, resolve any specific problems, and tailor training programs as necessary.
- Maintain a keen understanding of training trends, developments, and best practices.
- Coach, mentor, and guide students and participants in related issues, challenges, and development journeys.
- Operations Management: Ensure smooth operations of the activities of the initiative.
- Stakeholder Engagement: Work closely with one or more of the stakeholder groups that are connected to this initiative to optimize their participation.
- Tracking Impact, Insights, and Reporting: Monitoring and Evaluation of existing activities and establishing systems to track impact over time is an important function of the team.
- Similarly distilling insights from the operations of the Sustainability initiatives
- Administration: working with other colleagues in the team to ensure that administrative matters are handled effectively.

**TITLE:**

**Foundation Manager**

**DURATION:**

(2020-April 2023)

**Reason for leaving- Temp job****ORGANISATION:**

Simpiwe Ntisana Foundation  
(NPO) 231-975

Voluntary position without any remuneration

**Core Duties and Responsibilities**

- Strategic Planning and Implementation of programs that support and meet the Foundation's mission.
- Review, improve, develop, and implement strategies for the Foundation.
- Establish and maintain relationships with various organizations which will support the Foundation's mission.
- Responsible for the day-to-day operations of the Foundation.
- Ensure that the policies, processes, and practices are compliant with relevant regulatory requirements and supports the Foundation's mission.

**TITLE:****Corporate Social  
Responsibility Manager****DURATION:**

(2018–2020)

**Reason for leaving-  
Temporary family  
responsibility****ORGANISATION:**

Water Research Commission,  
South Africa

**Core Duties and Responsibilities**

- Defining and developing strategies which underpin the WRC's CSR objectives.
- Organizing educational workshops to coach CSR champions and volunteers across the business
- Coordinated and managed the group's CSR programs and sponsorship initiatives end-to-end.
- Implementation of SED projects, policies, procedures, and strategies
- Reviewing and processing applications for funding or sponsorship
- Managing the liaison processes with the different communities and stakeholders
- Responsible for planning, drafting, and writing CSR content for internal communication platforms and ensure alignment of internal and external messages communicated.
- Managing relationships with the beneficiaries and monitoring the appropriate use of funds with the NGO's, beneficiaries.
- Led the design and roll out of school support program to benefit the two adopted primary schools and surrounding high schools.
- Worked with a broad range of CBO's, NPO's, NGO's, private and public-sector partners to drive social impact.
- Managed the Internship program, selection, and award process in partnership with HR department.
- Led staff on Corporate Social Responsibility initiatives and volunteer activities and events.
- Managed multi-disciplinary teams when planning and implementing projects and programs.
- Developed annual Corporate Social Responsibility reports that provide clear direction on strategy, delivery, and performance.
- Working in collaboration with Supply chain department to ensure that BBBEE codes are applied across our projects and in line with the transformation of the organization.
- Negotiating and overseeing sponsorship deals and other educational or environmental partnerships

# EMPLOYMENT HISTORY

**TITLE:**

**Regional Corporate  
Social Investment &  
Stakeholder Relations  
Coordinator:  
KZN, FS, NW & NC)**

**DURATION:**

2012–2017

**Reason for leaving-  
Retrenchement**

**ORGANISATION:**

Engen Petroleum

**Core Duties and Responsibilities**

- Managed identification of suitable CSI projects
- Budget Management and Administration for
- fourregions (Budget of up to R15, Mil)
- Managing the four regional Engen Math's and
- Science schools, coordinators, and educators in my
- region
- Executing all EMSS related projects and CSI projects as per approved budget and plans and ensuring project data is managed effectively.
- Managing all relevant programmes as per agreed plans and timelines and providing feedback and reporting to all relevant stakeholders
- Coaching CSI champions and volunteers across the business in the region
- Consulting and engaging with relevant stakeholders regarding CSI projects and educational programmes in the region to keep them abreast of any developments.
- Coordinating, facilitation of community programmes and ensuring monitoring and evaluation is conducted to ensure accurate reporting.

# EMPLOYMENT HISTORY

**Regional Corporate  
Social Investment &  
Stakeholder Relations  
Coordinator:  
KZN, FS, NW & NC)**

*Continued...*

- Promoting activities undertaken, both to the media and other relevant stakeholders through radio interviews
- Implemented successful co-branded, cause-related marketing and CSI campaigns with neighboring company's, stakeholders with charitable partners including the KZN Children's
- Hospital especially the burn's unit, SAPREF, METRORAIL
- Ensuring that transformation is key in selecting projects during tendering process and awarding of projects to NGO's and community groups.
- Coordinated and managed the company CSI programs and sponsorship initiatives in the region end-to-end.
- Company representative on approved social investment projects by participating in key meetings, providing strategic input, and contributing to systemic goals.
- Leveraged PR competencies to maximize charitable sponsorships and cause related marketing campaigns.
- Responsible for planning, drafting, and writing CSI content for internal communication platforms to ensure alignment of internal and external messages communicated.
- Assisted in positioning Engen as a caring leader in the social investment space within the KZN region.
- Monitoring and reviewing performance of partnerships within the region.
- Developed the regional Stakeholder Engagement Plan
- Participated in drafting and refining specific strategies for focus areas to maximize social impact.

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**TITLE:**

**Corporate Social  
Investment Officer**

**DURATION:**

2009 – 2011

**Reason for leaving-  
Permanent senior  
opportunity @Engen**

**ORGANISATION:**

Volkswagen Community Trust

**Core Duties and Responsibilities**

- Developed Risk Strategy for managing resources and funding allocated to Organizations by the Trust
- Consulted and managed stakeholder relationships with relevant authorities, councilors, local government and with MEC
- Developed and presented reports on implementation of risk strategies.
- Collated results on assessment of performance of NGOs, NPOs that were beneficiaries and Bursary scheme beneficiaries.
- Implementation of SED projects, policies, procedures, and strategies
- Instrumental on the birth of the Employeevolunteerism project (Show of Hands)
- Engaging and updating employees on the different volunteer programs and encouraging participation

# EMPLOYMENT HISTORY

**TITLE:**

**Team Manager:  
Debt Reduction Project**

**DURATION:**

(2008 –2009)

**Reason for leaving-  
Permanent opportunity at  
VW Community Trust**

**ORGANISATION:**

Nelson Mandela Bay  
Municipality

**Core Duties and Responsibilities**

- Monitored and audited the quality and quantity of designated processes & procedures within the Customer Service Contact Centre.
- Staff Management and Control
- Implementing, Monitoring and Evaluating progress of the project
- Processed reminders/final reminders to facilitate arrear payments or extension dates.
- Monitored agent contacts to ensure quality customer service and compliance with Call Centre procedures for call handling.
- Performance management feedback to management and my team members to ensure continuous improvement and team growth.
- Traced debtors through internal mechanisms or external tracing agents, updating latest.
- information, and submitting details of irrecoverable debts for write-offs.
- Ensured successful project sustainability by coaching of my team members and promoting growth.



Dear Sir/Madam

My approach is to embed Corporate Social Investment and Responsibility, Project management, Stakeholder engagement within the value chain influencing responsible practice in all operations and touch points. My experience has given me insight into the dynamic sustainability challenges impacting business and society at present, and the opportunities to create mutual, planned, sustainable, and inclusive growth. By leveraging the collective resources of business and host communities i.e., people, skills, products, services, supply chain and opportunities, social and environmental justice license to operate can be derived. I am guided by principles of sustainability, fair trade, equity, enhancing local content and responsibility.

Below are highlights of my experience:

- **Community Development strategy, policy, and programmes:** I'm able to develop agile Community Development policy, strategy, plans and programmes, that not only respond to need, regulatory requirements, but attempts to undo the systemic nature of poverty and underdevelopment.

- **Stakeholder and Regulatory management:** The energy industry has multiple stakeholders. That afforded me an opportunity to work closely with stakeholders from community level to CEO and Ministerial, to secure permissions and get buy in for projects that need their support. For each project I would develop a Stakeholder Engagement Plan detailing key issue, reporting timelines, relationship managers and ensure stakeholders are timeously engaged. I have developed presentations and reports for strategic forums like the Dealer Roadshows, Employee Volunteerism projects and CEO Townhalls

- **Impact investing and Grant Management:** I'm an experienced grant maker and impact investor. I've raised investment for key development initiatives, developed CSI/Foundation Grant Management and Governance frameworks, policies and procedures including online application and tracking tools; due diligence, monitoring & evaluation, partner selection, and proposal development & capacity building tools.

I have experience in managing Trust projects and coordinating with different communities, partners, and funders, also managing Foundations.

- **Collaboration:** Over the years I've developed several collaborations involving governments, private sector partners, international agencies, and NGOs. The collaborations create a platform for collective action enabling resources pooling, strategic alignment, transparency. The knowledge and resource sharing reduced duplication and allowed for projects to be scaled up with greater ease.

- **Team Management and capacity building:** I've worked in a matrix organization. I have led teams that are multi-disciplinary, multi-cultural and multi- generational. I always ensure that I work with teams in an inclusive, transparent manner enabling innovation and contribution, recognition, and growth.

- **Employee Volunteering Programme:** The VW Show of Hands Employee Volunteering programme was a key vector in placing sustainability and responsibility within each of the more than 25 000 employees. Through the training and volunteering opportunities we created incredible partnerships and intensified cohesion between host communities and business

- **Mass Giving Cause Marketing Campaigns:** I developed and ran local community action campaigns with credible organisations like the KZN Children's Hospital, Gift of the Givers and other local NGO's and corporates. The collective action campaigns did a lot to create community cohesion and ownership of programmes.

I strongly believe that I will be able to add value to your organisation and team.

Pumeza Ntisana

## REFERENCES

*Available on request*