

## THANDIWE MAHLANGANISE

Preston, Lancashire; Mobile: +44 7305 736 589; Email: [thamahlanganise@gmail.com](mailto:thamahlanganise@gmail.com)

---

### TECHNICAL SKILLS

Data Analytics: Statistical Modelling (R), Predictive Analytics, Data Visualization (Tableau, Power BI)  
SQL, SAP, MATLAB, Microsoft Office, Machine Learning

### PROFESSIONAL EXPERIENCE

---

#### Commercial Performance Analyst, ExxonMobil (Nov 2022 – April 2023)

- Produced automated performance analysis reports using Excel and Power BI, improving team productivity, and identifying efficiency opportunities
- Generated insightful weekly and monthly financial reports, highlighting performance trends
- Reduced outstanding contractor payments by £500K+ every 2 weeks by processing 50+ purchase orders daily
- Facilitated access to ExxonMobil portals for 85% of site contractors, improving contractor engagement and efficiency, while also diagnosing and resolving software issues effectively
- Pioneered cross-functional collaborations to streamline processes and identify efficiency opportunities, improving the ability to respond to ad-hoc reporting requests

#### Data Analyst, PDI Technologies (Nov 2021 – Oct 2022)

- Generated executive reports on KPIs (cost, profitability, customer satisfaction) using SQL, Excel, and R
- Implemented a real-time inventory management report and dashboard, resulting in enhanced visibility and efficiency in equipment tracking, leading to reduced resource wastage
- Improved customer satisfaction by 8% and first-time fix rate through advanced analytics
- Reduced service costs by 5% and engineer site time by 1 hour per job via data-driven process optimization
- Collaborated with diverse teams across the organization on various projects including utilisation and FTE forecasting models
- Led R workshops for 5+ team members to expand analytics capabilities across the organization

#### Operations Analyst, Heritage Life Limited (March 2020 – Aug 2021)

- Built 10+ SQL-based reports and Excel dashboards to track KPIs including customer satisfaction, claims processing time, and policy sales
- Reduced customer complaints by 15% and improved satisfaction scores by 20% through data-driven insights and process optimization
- Led the development of 3 new automated IT systems to reduce processing time for claims by 40%
- Conducted over 20 training programs on new systems, improving employee productivity

### EDUCATION

---

National University of Science and Technology (Aug 2014-May 2018)

B.SC. (Honors) Applied Mathematics

First Class