

Silethokuhle Mncube

✉ mncubesilethokuhle@yahoo.com ☎ 0794741365

📍 Midrand, Johannesburg



Professional summary

Silethokuhle is a management consultant with a strong track record in Organisational Development, Change Management, Financial Statement Analysis, and Project Management. She brings hands-on expertise in Organisational Design, including job evaluation, job profiling, role mapping, and change impact analysis. Her skill set also includes business process mapping, project coordination, and transforming complex data into meaningful insights that drive strategic decisions. Known for fostering collaborative relationships across teams and stakeholders, Silethokuhle ensures alignment and effective project delivery through clear and consistent communication. She thrives in fast-paced environments that value critical thinking, innovation, and continuous improvement.

EMPLOYMENT SUMMARY

PricewaterhouseCoopers (PwC) Waterfall South Africa,

08/2024 – 04/2025

Associate 2: Advisory Management Consulting

- Conducted **benchmarking studies and comparative assessments** across public, private, and global institutions to inform role clarity, job levels, and structural alignment; supported evidence-based recommendations to improve finance function design and competitive positioning.
- Developed a **finance function capability map** and contributed to functional mapping, leading to a **customised competency framework** aligned to both current and future-state role requirements.
- Researched the “**Finance Function of the Future**”, analysing emerging trends, technologies, and skills; supported the development of **macrostructure and microstructure designs** to future-proof the operating model.
- Supported and co-facilitated **design thinking and capability mapping workshops**, engaging stakeholders to co-create future-state capabilities and validate strategic insights.
- Contributed to the **design and refinement of organisational structures**, ensuring alignment with business strategies, operating models, and value delivery chains.
- Analysed **reporting lines, spans of control, and functional groupings**, leveraging tools such as RACI matrix, organisational mapping, and capability maturity models to support effective structural decisions.
- Assisted in **proposal development**, including research input, content drafting, and formatting to align with client needs and internal quality standards.

- **Led end-to-end project administration**, including meeting scheduling, presentation preparation, workshop logistics, and printed materials management to ensure seamless project delivery.
- Maintained accurate and accessible **project documentation repositories**, managed version control, and ensured client-shared content was systematically organised and retrievable.
- Tracked **project action items**, took detailed meeting notes, and coordinated follow-ups with stakeholders to maintain momentum and delivery timelines.

PricewaterhouseCoopers (PwC)

Associate 1: Advisory Management Consultant

01/2023 – 06/2024

- Developed job descriptions, job summaries for advertising, and assisted with **job evaluation and grading** using frameworks like Paterson.
- Supported the **People and Job Impact Assessment**, analysing implications of restructures on people, learning, teams, and culture.
- Contributed to **workforce transition planning**, including redeployment mapping, severance planning, and role classification.
- Created **custom interview guides** and assessment criteria aligned to project and client needs.
- Conducted and captured data for **culture surveys** (e.g., PATH), ensuring accuracy and insight generation.
- Provided support to the **Align and Reward** team through **financial statement analysis** and benchmarking insights.
- Played a key role in the **Health & Safety function integration**, including drafting integration workplans, maintaining the Red Log, defining mitigating actions, and identifying integration risks.
- Developed **integration roadmaps** with change management considerations and collected functional plans.
- Led **YEP (Youth Engaged Programme) administration**, coordinating logistics, training materials, venues, and smooth programme execution.
- Provided **mentorship and coaching** to YEP candidates, supporting their development journey.
- Assisted in the **planning and coordination of departmental strategy sessions**, capturing inputs and follow-ups.
- Actively contributed to the **Town Hall committee**, supporting internal engagement and communication efforts.

Administrative support Intern

10/2022 – 12/2022

- Provided **administrative and coordination support** across multiple client engagements, ensuring smooth project execution and team efficiency.
- Conducted research to support **strategic deliverables, proposals, and benchmarking studies**, contributing to client insights and business development efforts.
- *Captured, cleaned, and maintained accurate data* using **Microsoft Excel, PowerBI**, and internal tracking tools.
- Assisted in preparing and formatting **client-facing documents**, including responses to **Requests for Quotations (RFQs)** and **Requests for Proposals (RFPs)** using **Microsoft Word** and **PowerPoint**.

- *Managed **Outlook** calendars*, scheduled meetings, and coordinated **Microsoft Teams** sessions and logistics for internal and client-facing engagements.
- *Maintained organized **SharePoint-based digital filing systems***, enabling efficient knowledge management and timely access to project materials.
- *Supported **presentation development*** by collating inputs, ensuring visual consistency, and preparing decks in **Microsoft PowerPoint** for client and leadership review.
- *Provided general **office administration***, including monitoring action trackers, managing print requests, booking meeting rooms, and supporting team logistics.

Truworths, Cross Trained Consultant

10/2021 – 09/2022

- Managed **service desk operations**, addressing customer queries and resolving issues to ensure high levels of **customer satisfaction**.
- Provided **consultative sales support**, offering tailored product and service recommendations based on individual customer needs.
- Maintained a **clean and welcoming store environment**, contributing to a positive customer experience and brand perception.
- Replenished stock, monitored inventory levels, and ensured product availability across departments.
- Conducted **follow-ups with customers**, reinforcing satisfaction and encouraging repeat business.
- Cross-trained across functions to support both **front-of-house service delivery** and **sales operations**, demonstrating adaptability and team collaboration.

Collectnet, Sales Consultant

09/2020 – 06/2021

- Executed telesales strategies, reaching potential and existing customers.
- Operated an outbound call centre, expanding customer outreach.

Ocean Basket, Waitress

06/2016 – 02/2018

- Took orders and served food and beverages, ensuring guest satisfaction.
- Performed cleaning duties and stocked service areas, maintaining standards.
- Checked in with customers and addressed issues, enhancing service quality.

KW Ultimate, Data Capturer

06/2014 – 09/2014

- Captured data accurately, supporting database integrity
- Organized files systematically, ensuring easy retrieval
- Created spreadsheets with customer data, facilitating analysis

CERTIFICATIONS

Virtual Assistant Certification. • AWS Cloud Practitioner

SKILLS

Administrative & Organisational Skills

- Project Coordination & Scheduling
- Stakeholder Engagement & Logistics
- Report Writing & Document Management
- Presentation Development
- Mentoring & Facilitation
- Job Profiling & Role Mapping
- Workforce Transitioning Support
- Time Management & Proactivity

Analytical & Functional Skills

- Organisational Structure Design
- Skills Auditing
- Job Grading and Evaluation (e.g., Paterson)
- Comparative Analysis & Benchmarking
- Target Operating Model Design
- Critical Thinking & Problem Solving
- Data Collection and Analysis
- Public Financial Management Act (PFMA)

Communication & Interpersonal Skills

- Effective Written & Verbal Communication
- Advanced Presentation Skills
- Interpersonal Skills & Emotional Intelligence
- Negotiation & Conflict Resolution
- Leadership & Team Collaboration
- Stakeholder Engagement
- Adaptability and Flexibility
- Change Management Methodology

Technical & Digital Skills

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Microsoft 365 & Teams
- Microsoft Visio (Org Charts, Workflows)
- Power BI (Dashboards, Reports)
- SharePoint (Document Management)
- Google Workspace

EDUCATION

International University of Applied Science,
Bachelor of Business Administration
Current

09/2024 – Present
Berlin, Germany

ALX Academy

06/2024 – 07/2024
Johannesburg,
South Africa

Allan Ridge Combined School

2008 – 2012
Rabie Ridge,
South Africa

ACHIEVEMENTS

Accenture Nordics Consultant Job Simulation on Forage

06/2025

- Completed a job simulation involving a hypothetical Healthcare client on how to improve their mobile app.
- Reviewed a client brief and identified the most crucial priorities for the project.
- Analyzed varied data sources to make decisions about UX changes.
- Managed a project issue with the client and helped to prioritize long term initiatives.

YEP Mentor

01/2024 – 06/2024

- Successfully mentored and coached Youth Engagement Programme (YEP) candidates, helping them develop strong professional and administrative capabilities.

References

Available upon request