



NOMPENDULO SHONGWE

Client Journey Manager

Education:

- Master's in Business Administration, University of Eswatini (2022-Present).
- New Manager's Development Program, University of Stellenbosch Business School (2021).
- MTN Pricing Academy Training (2021).
- Certified Information Management Professional (CIMP) – 2021.
- Staff Engagement Champion, MTN Eswatini (2018-2022).
- BA in Mathematical Economics, Colorado College (2011-2015).
- Tuck Business Bridge Program, Tuck School of Business at Dartmouth, Hanover (July-August 2014).
- International Baccalaureate Diploma, United World College of South East Asia (2009-2011).

Professional Experience:

- Manager Client Journey, Transactional and digital channels, Standard Bank Eswatini (Oct 2022-Present).
- Manager Planning & Analytics, MTN Eswatini (2022).
- Pricing and Commercial Analyst (Aug 2020-March 2022).

- Business Intelligence Specialist- Data Operations, MTN Eswatini (Sep 2018-July 2020).
 - Revenue Assurance Graduate in Training Analyst, MTN Eswatini (March 2016-Aug 2018).
 - Teaching Assistant & Associate Caller, Colorado College (2013 - 2015).
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