MANDISA THULISILE XULU

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0729180652/0731100320
509 Steelpoort street Polokwane 0699

PROFILE

A Versatile Economics Graduate specializing in Transport Economics and administrative management. Combines strong analytical capabilities with a dedication to superior client relations. Focused on exceeding performance benchmarks and delivering sustainable societal value within a high-reputation organization. Expert in streamlining processes to maximize efficiency and service quality.

EDUCATION

BCom Hons: Transport Economics
University of Johannesburg
2022
Major modules:
· Transport planning
· Transport policy

BCom: Transport Economics
North-West University
2020

BCom: Transport Economics,
· Major modules: Economics, Transportation

National Senior Certificate
Amandasig Secondary School
2015
Major subjects: Accounting, Business Studies, Economics, Mathematical Literacy.

PROFESSIONAL EXPERIENCE

Polokwane Municipality
Quality Assurance Supervisor
2025–Current

- Monitor daily bus operations, ensuring schedules are met and risks are mitigated.
- Carry out quality inspections by performing ongoing quality audits and inspections on stations, buses, depots and other operational facilities in line with contractual penalties regime.
- Enforce compliance with transport regulations, safety standards and municipal policies.
- Conduct inspections and quality checks at all Leeto La Polokwane stations, depots and facilities.
- Investigate and resolve quality-related complaints.
- Coordinate staff training on quality assurance standards
- Compile operational audit and incident reports
- Ensure buses and facilities are well maintained
- Assist with request of additional authority and verification ranks/facilities in Polokwane municipality to Limpopo Provincial Regulatory Entity operating licenses from taxi industry applications

National Department of Transport.
Intern at Road Transport Branch
2023 – 2025

- Provide administrative support and ensure service delivery in the Directorate.
- Manage day to day operations of the office, prepare Sundry documents, compile claims, compile travel documents and send directorate reports to provinces.
- Assist with analysis of NaTIS reports on Manufactures, Importers and Builders (MIBs) and facilities the principal Approval Process.
- Assist with identifying shortfalls in the National Road Traffic Act with regard to abnormal loads, MIBs and VTSs.
- Accompany and assisting inspectors at Vehicle Testing
- Stations to oversee the evaluation of Vehicle Testing Station procedure.
- Evaluation of new DLTCs, inspections of registered DLTC s and evaluation of examiners for driving licences.
- Ensuring compliance according to prescribed legislation.

Department of Justice
Administration Clerk
2020 – 2020

- Received files from the vault.
- Placed new file covers
- maintaining physical filing systems; and inputting data into databases.

SKILLS

- Adaptability and problem solving
- Communication skills (writing, verbal, presentation)
- Client service management
- Time management

LANGUAGES

Afrikaans – Partially ,English – Fluently ,Sotho – Fluently ,Zulu – Fluently

REFERENCES

Malesela Maubane, *Manager,* Polokwane Municipality
0838249813/0152902614

Gladys Rachidi, *Supervisor,*
National Department of Transport
0123093138/0823192884

Grace Aphane, *Supervisor,* Department of Justice
012 339 7910

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