

HILLION MELUSI MNGOMEZULU

Candidate | Part-Time Member, Information Regulator of South Africa

EXECUTIVE PROFILE

Senior data analytics and digital transformation executive with more than a decade of leadership experience across the public sector, financial services, media and technology-enabled environments. Combines data governance, analytics, research, behavioral science and executive decision-support. In his current role, he leads data & analytics supporting 24 global markets while ensuring data governance and compliance, and provides evidence-based support for executive, parliamentary, ministerial, and board-level engagements. His career provides practical insight into how organizations collect, analyze, and use information at scale, supported by a strong technical understanding of data science, Artificial Intelligence, digital platforms, and emerging information-processing technologies. Throughout his career in financial services, he has led data-driven initiatives resulting in over R20 million in cost savings, a R2 billion increase (balance sheet) in product sales, and an additional R100 million in revenue, while maintaining data governance standards.

RELEVANCE TO THE INFORMATION REGULATOR MANDATE

DATA GOVERNANCE & COMPLIANCE Executive oversight of analytics in a national public entity, including governance and compliance across data-driven activities and outputs.	TECHNOLOGY & INFORMATION PROCESSING Executive and technical experience spanning data science, analytics, cloud, digital platforms and automation, enabling informed engagement with evolving information-processing practices.
RESEARCH & EVIDENCE Leadership of data analytics and consumer market research, translating complex information into evidence for senior decision-makers.	PUBLIC ACCOUNTABILITY Direct experience supporting CEO and executive engagements involving Parliament, ministry and board governance structures.
EDUCATION & CAPABILITY BUILDING Created group-level Data Science and Behavioural Science mastery programmes reaching participants across more than 10 African countries.	CROSS-SECTOR PERSPECTIVE Leadership experience across public-sector tourism, banking, media and technology environments, with multi-country exposure across Africa and global markets.

CURRENT ROLE

Head: Data Analytics & Consumer Market Research

South African Tourism | April 2023 – Present

- Lead a cross-functional data analytics team supporting strategic decision-making, information & data management, consumer market research, performance monitoring and marketing optimization across 24 global markets.
- Ensure data governance and compliance within the analytics function and its decision-support outputs.
- Advise the CEO and executive leadership with data-driven insights and strategic support for parliamentary, ministerial and board-level engagements.
- Translate complex data and research into clear evidence for senior public-sector decision-makers and governance forums.

SELECTED LEADERSHIP CONTRIBUTION

- Spearheaded the creation of group-level Data Science and Behavioural Science mastery programmes, engaging participants from more than 10 African countries.
- Led analytics, customer insights and personalization capabilities across 14+ countries at Standard Bank Group, building experience in large-scale, multi-market information environments.
- Led research, behavioral science and data-driven digital optimization across 20+ African markets at MultiChoice Group.
- Career track record combines technical depth with executive governance, stakeholder engagement, program leadership and evidence-based decision-making.

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CAREER HISTORY

Executive Head: Personalisation & Conversion Rate Optimisation

MultiChoice Group | April 2022 – October 2022

- Led Information management, digital marketing, and product optimization strategies across 20+ African markets using research, behavioral science, and data science insights.
- Applied analytics and experimentation to improve digital customer journeys and product performance in a large multi-market environment.

Progressive Analytics & Data Management Leadership Roles

Standard Bank Group | 2014 – March 2022

Group Head(Africa Regions), Personalisation Centre of Excellence | March 2021 – March 2022

Led personalization, data management & reporting across 14+ countries, using analytics to support customer decisioning and business performance.

Group Head(Africa Regions), Customer Insights & Analytics (Acting) – Africa Regions | January 2020 – February 2021

Led customer insight and data analytics initiatives across 14 countries, supporting revenue growth, cost reduction and credit-risk mitigation.

Lead, Data Science & Customer Analytics – Africa Regions | January 2017 – December 2019

Led data science and customer analytics initiatives across 14 countries and helped build enterprise analytics capability.

Business Intelligence Lead / Business Analyst / Programme Manager | 2014 – 2017

Led digitisation initiatives, reporting automation and banking-system integration, improving operational efficiency and generating annual cost savings.

Laboratory Technologist

ALS Limited | 2011 – 2012

- Provided analytical testing, business analysis and management reporting to identify high-value mineral prospects and support client advisory.

QUALIFICATIONS, DEVELOPMENT & TECHNICAL DEPTH

EDUCATION

- MSc Applied Data Science – University of Johannesburg | In progress, expected December 2026
- BCom Informatics Honours (Data Management & Analytics) – University of Pretoria
- BCom Informatics (Accounting major) – University of Pretoria

PROFESSIONAL DEVELOPMENT

- Data Governance & Stewardship
- Data Science
- Behavioural Economics
- Project Management

CORE PROFESSIONAL STRENGTHS

- Data governance & compliance
- Data science & analytics
- Research & evidence synthesis
- Digital transformation & innovation
- Behavioural science & customer insights
- Executive decision-support
- Strategy development & execution
- Programme and stakeholder management

TECHNOLOGY

Python | R | SQL | SAS | Power BI | QlikView | Azure | Hadoop | Google Analytics

PUBLIC-SERVICE VALUE PROPOSITION

Brings a complementary non-legal perspective to information regulation: practical experience of data-intensive organizations, governance and compliance, emerging technology, research, analytics and executive accountability. This combination supports informed oversight of how modern organizations process information while keeping evidence, governance, and public accountability at the center of decision-making.