

PROFESSIONAL PROFILE

Senior governance and operational leader with more than **25 years of experience in strategic leadership, regulatory compliance, and stakeholder engagement** within international aviation and state-owned enterprise environments.

Extensive experience in **corporate governance, institutional accountability, operational oversight, and dispute resolution**, developed through senior leadership roles within the national airline environment.

Demonstrated ability to lead complex organisational transformation processes, strengthen compliance systems, and engage constructively with domestic and international stakeholders.

Experienced in governance structures, including procurement oversight, employment equity committees, and international regulatory forums. Committed to promoting ethical leadership, fairness, accountability, and the protection of human dignity.

KEY SKILLS AND EXPERTISE

Corporate Governance and Compliance
Strategic Leadership
Institutional Accountability
Stakeholder Engagement
Crisis Management

Conflict Resolution
Operational Oversight
Performance Monitoring
Risk Management
Team Leadership

PROFESSIONAL EXPERIENCE

South African Airways – South Africa

Current: Senior Project Manager Risk, Compliance & Procurement

July 2024 – Present

Responsible for the creation, development, and implementation of a Group Procurement Contract Management System. Oversee the implementation, integration, and management of the contract management system designed to handle all expenditure and procurement contracts for the SAA Group. Ensures efficient procurement contract lifecycle management, regulatory compliance, and risk mitigation. Liaise at a strategic level with subsidiaries and cross-functional teams to achieve project objectives efficiently and compliantly.

Previous Work Experience

Head: Commercial Performance (South Africa)

May 2021 – July 2024

Responsible for rebuilding national commercial operations following the airline's restructuring process.

Responsibilities included:

- Leading strategic commercial planning and operational performance management.
- Managing budgets and revenue accountability for South African sales operations.

RESUME OF SHABNAM VADACHIA

- Strengthening governance and compliance processes across commercial activities.
 - Leading stakeholder engagement with domestic and international aviation partners.
 - Managing multidisciplinary teams responsible for restoring operational performance.
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Manager: Revenue Integrity

August 2019 – May 2021

Responsible for revenue governance and compliance oversight.

Key responsibilities:

- Implementing audit and monitoring systems to protect revenue integrity.
- Investigating ticketing discrepancies and financial irregularities.
- Ensuring compliance with global distribution systems and airline regulations.
- Strengthening financial accountability processes.

Achievement:

- Reduced revenue leakage through improved monitoring and audit frameworks.
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Manager: Strategic and Affiliate Partnerships

November 2016 – August 2018

Responsible for managing strategic airline partnerships and alliance governance.

Responsibilities included:

- Negotiating and managing international codeshare agreements.
 - Representing the airline in international partnership committees.
 - Monitoring performance and compliance within strategic alliances.
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Manager: Customer Service Recovery

November 2018 – July 2019

Led customer dispute resolution and service recovery processes.

Key achievements:

- Implemented systems to improve resolution time for customer complaints.
 - Strengthened customer service accountability processes.
 - Improved response times to customer queries
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Key Accounts Manager – KwaZulu-Natal

January 2009 – January 2016

Managed major corporate travel partnerships within the region.

Achievements included:

- Developing regional market growth strategies.
- Strengthening local stakeholder partnerships.
- Receiving the **Retail Key Account Manager Award for Best Sales Manager (2009)**.

Country Manager – Tanzania

2010

Directed airline operations and stakeholder engagement in Tanzania.

Responsibilities included:

- Turning around an underperforming regional market.
- Recovering approximately **R20 million in outstanding payments**.
- Managing regulatory relationships with aviation authorities.

EARLIER CAREER

Manager – Al Maha Services
Qatar Airways, Doha

Voyager Supervisor and Acting Duty Manager
South African Airways

Airport Representative and Acting Duty Manager
Gulf Air

GOVERNANCE AND COMMITTEE EXPERIENCE

Attending Member
National Tourism Strategic Committee

Bid Adjudication Committee Member
South African Airways

Department of Employment Equity Committee Representative
South African Airways

Star Alliance Member Committee – Alternate Representative
Star Alliance

RESUME OF SHABNAM VADACHIA

Tourism School Advisory Council Member
Durban University of Technology

Secretary
India South Africa Business Forum

Founding Member
Saabri Chishti Orphanage

EDUCATION AND QUALIFICATIONS

Master of Business Administration (MBA) – Tourism Management
Management College of Southern Africa (MANCOSA)

Project Management (NQF Level 7)
University of the Witwatersrand

National Diploma – Travel and Tourism (NDTIII)
Durban University of Technology

Certificate – Corporate Governance in State-Owned Entities

Matriculation with Distinctions
Mountview Secondary School

PROFESSIONAL TRAINING

ETDP SETA Assessor

ETDP SETA Moderator

Project Management Training

Corporate Governance Training

MBA Tourism

SAAFAARI

Voyager

SAA Leadership Programme

Crisis Management Training

Corporate Governance Training

COMMUNITY AND PUBLIC INTEREST ENGAGEMENT

Founding member of Saabri Chishti Orphanage supporting vulnerable children.

Participation in advisory initiatives supporting tourism education and professional development.

Engagement in business and economic cooperation initiatives through the India South Africa Business Forum.
