

Mrs Zinzile Luthuli – Curriculum Vitae

Professional Experience

University of Pretoria

Advisory Board Member
May 2024 to Present

Women Building Our Africa Financial Services Primary Co-operative (WBoA FSPC)

Chief Information Officer
February 2024 to Present

Direct Marketing Association of South Africa (DMASA)

Chairman of the Board
September 2020 to Present

GIBS Alumni Business Club

Vice-Chairman
New Business Ideas
May 2023 to Present

Z Koncepts

Founder & Owner
August 2014 to Present

Spitfire Inbound / Barloworld Equipment

Head of Customer Success
June 2022 to November 2022

Automobile Association of South Africa

IT Manager: Service Delivery Web & Mobile Applications
October 2020 to August 2021

IT Manager: Customer Experience & Digital Applications
June 2018 to September 2020

Digital Marketing Manager
September 2016 to June 2018

Z Koncepts (short-term insurance company underwritten by GENRIC insurance)

Chief Digital Officer
October 2018 to November 2019

Unilever

Country Digital Manager
November 2011 January 2014

Education

Current

GIBS Business School (Gordon Institute of Business Science)

International Executive Development Programme in Development Finance (IEDP)
April 2024 March 2025

Young Leaders Connect IDEAL

IWFSA Leadership Development, Executive Leadership Development
January 2024 and December 2024

Completed

GIBS Business School (Gordon Institute of Business Science)

MBA, Business Administration

GIBS Business School (Gordon Institute of Business Science)

PGDip, General Management

University of Pretoria

BSc., Natural and Agricultural Science

Certifications

- From Compliance to Culture: A Psychological Safety Framework for Inclusion
- Increase Visibility to Advance Your Career
- Nano Tips to Boost Productivity with Shadé Zahrai
- Teamwork Essentials: Stand Out as a Valuable Team Member
- Community Development Project
- Cisco CCNP (2003)

Honours & Awards

National Science and Technology Federation (NSTF) Women in Science Award
University of Pretoria Community Project (2005)

Voluntary work

Board Committee Member

Within the Committees of Customer Experience South Africa (CXSA), Ms Luthuli contributed to the Metrics and ROXI as well as the CX Strategy committees, which are committed to advancing customer experience by setting industry standards and best practices. Her involvement includes active participation in research initiatives, contributing to input reviews, and delivering presentations.

Mentorship and Coaching

As a mentor and coach in the UP Mentorship Programme, Ms Luthuli engages with students from three faculties annually, offering guidance and support while aiming to be a role model for their personal and professional development.

Huis Katjeepering: HK

During her undergraduate years, Ms Luthuli made significant contributions to the House Committee at Huis Katjeepering (now House Azalea). She led the Information Technology and Spiritual & Values System workstreams. Her leadership extended to the academic sphere, where she served as a class representative for various modules from her first year through to graduation - a commitment that continued into her postgraduate studies two decades later.