

# CURRICULUM VITAE OF JACQUES FOURIE

<b>Position applied for</b>	Project Management / Business Analysis / Process engineering / Agile Specialist
<b>Salary</b>	Negotiable
<b>Start Date</b>	ASAP

## PERSONAL DETAILS

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<b>Surname</b>	Fourie
<b>First Names</b>	Jacques
<b>ID Number</b>	6705125101087
<b>Nationality</b>	RSA
<b>Drivers license</b>	Code 08
<b>Residence</b>	Centurion
<b>Languages</b>	Afrikaans, English

## CONTACT DETAILS

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## EDUCATION

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**School: Afrikaanse Hoërskool Germiston (1984)**

### **Tertiary Education**

Institution: Technikon RSA (1994)

Qualification: National Diploma Organisation and Work Study

Major Subject(s): Work Study I, II and III, Business Principals and Practice I, II

Other Subjects: Statistical Methods, Labour Law, Electronic Data processing, Business Economics, Accountancy, Cost Accounting, Systems Analysis

### **Other Qualifications**

Institution: SA Methods-Time Measurement Association

Qualification: MTM-2

Completed: 1986

Institution: Directorate Organisation and Work Study

Qualification: Small Group Activities (Quality Circles)

Completed: 1992

Institution: Department of National Education

Qualification: Archiving Systems

Completed: 1993

Institution: Transvaal Provincial Administration

Qualification: Orientation in Personnel Evaluation

Completed: 1993

Institution: SPL

Qualification: ADABAS-D System administration

Completed: 1997

Institution: DIGIX Computers

Qualifications:

- 1) UNIX User Skills
- 2) UNIX System Administration
- 3) Introduction to Lan's and TCP/IP

Completed: 1997

Institution: DESTO (affiliated with Technikon Pretoria)

Qualification: Systems Analysis and design - Practical Series

Completed: 1997

Institution: IIR Training

Qualification: Networks

Completed: 1997

Institution: Industrial Training and Quality Assurance

Qualification: ISO 9000 Auditing

Completed: 1997

Institution: QDATA - (Human Resources)

Qualification:

- 1) UNIQUE Basic User

2) Advanced user and System Administration  
Completed: 1997

Institution: Centre for Learning - (Telkom S.A.)

Qualification:

- 1) Project Management
- 2) 7 Habits of Highly Effective People
- 3) Achieving Owner Value Program (EVA Business simulation course with BTS South Africa)
- 4) Strategic Management Programme (MBA Module)
- 5) Living the Values (Leadership Development Programme)

Completed: 2002

Institution: Viewpoint

Qualification: Business Process Redesign

Completed: 2001

Institution: Ascential Software

Qualification: MetaStage Meta-Data tool Best Practices

Completed: 2002

Institution: SAP Solution Academy

Qualification: Accelerated SAP (ASAP) Consultant for SAP System R/3

Completed: 2002

Institution: Small Business Development Corporation

Qualification: Entrepreneurship, Small Business Development and Small Business Management.

Completed: 2005

Institution: Executive Business Solutions

Qualification: Balanced Scorecard (QPR Scorecard), Process Management and Measurement (QPR ProcessGuide), Strategic Management (QPR Collaboration).

Completed: 2007

Institution: Ossidian

Qualification: Telecoms Course (Online study)

Completed: 2008

Institution: Growing Agile

Qualification: Agile Scrum Training

Completed: 2015

Institution: Barclays

Qualification:

- 1) Effective Team Leadership
- 2) Sourcing and Supplier Management
- 3) Data Quality Management

Completed: 2015

Institution: Harvard Business School

Qualification:

- 1) Becoming a Manager
- 2) Keeping Teams on Target

Completed: 2015

Institution: Human Factors International

Qualification: Certified Usability Analyst (CUA)

Module: Web Application Design Completed

Module: User Centred Analysis Completed

Module: UXE Enterprise Completed

Completed: 2012

Institution: Regenysis

Qualification: Master of Business Administration (MBA): Still Studying

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## **SKILLS SUMMARY**

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- Web design and user centric analysis
  - Project and operations benefit realization analysis, definition and tracking
  - Project Scoping, System design JAD sessions
  - High-level Project Resource Planning
  - Project-based financial feasibility studies
  - Project Management
  - Operational cash management and cashflow monitoring
  - Strategic planning
  - Organizational Development, Structuring and Alignment (Strategic, Tactical and Operational)
  - Presentation and Public Speaking (Certified Toastmaster)
  - Business Process Re-Engineering and Design
  - User Requirement Analysis (Business Analysis)
  - Process mapping, measurement and management (various tools and methodologies)
  - Strategic measurement and management (Balanced Score-cards)
  - End-user Training (Microsoft Excel, Word, PowerPoint, Access, Outlook, Visio and Project Management)
  - Programming (Microsoft Visual Basic)
  - Database Development and Prototyping
  - Systems Analysis
  - Quality Auditing (ISO 9000 Certified)
  - Accommodation and Cable Planning (Office design)
  - Quality Circles
  - Mathematical Optimization (Quantitative Management)
  - Marketing and closing business deals
  - Radio communication planning, installation and operations
  - Leadership (President of the Telephonix Toastmasters Club during which he forged a strategic partnership with Telkom S.A. for development of leadership and communication skills within the company)
  - Served in 2004 as a Toastmasters Area Governor and Vice President of Education for Telkom Corporate Club
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**Computerized modeling tools used:**

- PowerBI
  - Enterprise Architect (Sparx Systems)
  - ADONIS Modeler
  - Studio (Analyst and Designer)
  - Biz Agile Modeler
  - Holocentric Modeler
  - Edraw- Max 5.1
  - Brain-EKP
  - COOL product suite
  - Microsoft Visio
  - AllClear & ClearProcess
  - ARIS – IDS Scheer , Full Modeler, Mashzone and Express
  - QPR 7 – Balanced scorecards
  - QlikView (Business Intelligence Reporting)
  - Advanced user (MS-Office Suite)
  - UXE Enterprise (User Experience Platform)
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## EMPLOYMENT DETAILS AND HISTORY

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Company **AB-Inbev (SA Breweries)**  
Period September 2021 - Current  
Position **Business Analyst**  
**(Contractor via my Company Global Experts Industries)**

Responsibilities.

- Business Analysis
- Business process re-engineering
- AB-Inbev BOTF project (Brewery Of The Future)

**Still running this project via my company**

Company **Netcare Medicross**  
Period September 2021 - Current  
Position **Business Analyst**  
**(Contractor via my Company Global Experts Industries)**

Responsibilities.

- Business Analysis
- Business process re-engineering
- Business solutioning.
- Netcare MFOD (Medicross Finance Optimisation & Digitisation)

**Still running this project via my company**

Company **VEggfarming Business-In-A-Box**  
Period September 2019 - Current  
Position **Business Planner / Financial Director**  
**(Contractor via my Company Global Experts Industries)**

Responsibilities.

- Business Consulting.
- Providing business training to entrepreneurs:
  - Kick start your business (Business Start-up)
  - Grow your business (Business Acceleration)
- Business plan for the components: o Business training
- Aerobic manure digestion system for fertiliser products production
- Anaearobic waste digestion system for natural gas production
- Layer chicken farm establishment
- V-Eggcademies training institution establishment (in conjunction with S.A. Poultry)
- Hydroponic vegetable farming system
- Operational training courses for the different focus areas

**Still running this project via my company**

Company **IsoMetrix**  
Period August 2020 – Jan 2021  
Position **Senior Business Analysis (Professional Services)**  
Responsibilities.

- Business Analysis.
- Process re-engineering for the company clients
- System analysis
- System integration
- System implementation

Reason for leaving: Contract concluded

Company **Australia Awards Africa (Palladium)**  
Period January 2019 - September 2019  
Position **Business Analysis Consultant  
(Contractor via my Company Global Experts Industries)**  
Responsibilities.

- Business Consulting.
- Process re-engineering for the company:
  - Grants and Awards
  - Communication and Stakeholder Management
  - Alumni Engagement
  - Monitoring and Evaluating Grants
- System analysis

Outputs: Optimised business processes.

- Ring-fencing business areas for outsourcing
- Business structure plans
- System functionality enhancements
- System data clean-up and ownership allocations

Reason for leaving: Contract concluded

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Company **B.O.R.N. (Build Our Rainbow Nation) Initiative N.G.O. and  
Section 12 J Venture Capital Companies**  
Period July 2018 - Current  
Position **Project Manager / Business Planner  
(Contractor via my Company Global Experts Industries)**  
Responsibilities.

- Business planning.
- Managing the funding campaign with stakeholders from:
  - Government
  - Business
  - Investors

- Expert Business Advisory Panellists
- Integration Architect
- Public
- Managing the media campaign

Outputs: Deployment business plan.

- Stakeholder communication
- Business structure plans
- Business funding
- Investor relations and fund administration
- Company establishment

Reason for leaving: Still running this project via my company

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Company	<b>Eskom</b>
Period	February 2018 - June 2018
Position	<b>Project Manager / Scrum Master / Agile Business Analyst (Contractor via my Company Global Experts Industries)</b>
Responsibilities.	<ul style="list-style-type: none"> <li>● Implementing Mobile Workforce Management capability at Eskom Medupi Plant using Agile methodology.</li> <li>● Management of delivery team of 25 specialists: <ul style="list-style-type: none"> <li>○ 4 Software Developers</li> <li>○ 5 Integration Specialists</li> <li>○ 4 Testers</li> <li>○ Solution Architect</li> <li>○ Integration Architect</li> <li>○ GIS specialist</li> <li>○ 2 Source system Developers</li> <li>○ 2 Business Analysts</li> <li>○ 5 SME's from the plant functional areas</li> </ul> </li> </ul> <p>Outputs: Work Order, Risk Assessment and Maintenance Management capability on 250 mobile hand-held devices for the Medupi Eskom Technicians, Artisans, Operators and Supervisors.</p> <ul style="list-style-type: none"> <li>➤ Automate paper-based Work Orders, Risk Assessments, Risk Notifications and Work Instructions (Operations).</li> <li>➤ Mobile workforce management will improve workers efficiency, functional location data accuracy and saves maintenance time lead to Plant Production Improvement in Unplanned Capability Loss Factor (UCLF)</li> </ul>

- R12.8 Million gain in energy revenue per year per unit across 6 Units = Total annual revenue gain of R76.8 Million.

Reason for leaving: Contract concluded

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Company	<b>ABSA Bank</b>
Period	June 2017 - February 2018
Position	<b>Process Engineer / Senior Business Analyst (Contractor)</b>
Responsibilities.	<ul style="list-style-type: none"> <li>• Re-engineering ABSA's Collections back-office invoicing operations.</li> </ul> <p>Outputs: new Standard Operating Instructions with self-invoicing dispensation from SARS granted for liaison and payment of 155 external Debt Collection agencies and attorneys automated.</p> <ul style="list-style-type: none"> <li>➤ Automate Debt Management system integration with SAP Finance Accounts Payable and General Ledger.</li> <li>➤ Process saving of 14 Full Time Employees process time and R9 Million cost savings per annum.</li> <li>➤ Reduced Service Level Agreement time to pay with external debt collectors from 30 days to 2 days.</li> </ul> <p>Reason for leaving: opportunity at Eskom</p>

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Company	<b>Nedbank</b>
Period	October 2016 - March 2017
Position	<b>Senior Business Analyst Specialist (Contractor)</b>
Responsibilities.	<ul style="list-style-type: none"> <li>• Anti-Money-Laundering, Security and Biometrics.</li> <li>• Investigating future trending concepts,</li> <li>• Eliciting requirements form business stakeholders</li> </ul> <p>Outputs: Business Requirements, Business Model, Business Processes and scope of work for the following projects:</p> <ul style="list-style-type: none"> <li>➤ Enterprise Biometrics (Integrating legacy voice and fingerprint biometric customer solutions to an integrated platform to enhance and expand the capability to an enterprise-wide solution that allows for facial recognition and mobile platform scalability).</li> </ul>

- Event Logging Pipeline (Capturing and Monitoring of AML activities across various banking systems and platforms).

Reason for leaving: Contract concluded

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Company	<b>Smile Communications</b>
Period	September 2015 - May 2016
Position	<b>Process Engineer (Contractor)</b>
Responsibilities.	<ul style="list-style-type: none"><li>• Working with international OPCOS from Nigeria, Tanzania and Uganda.</li><li>• Standardise processes to an international accepted methodology (Event-Process-Chains)</li><li>• Build standardised process libraries (What, Who, When, Why, How, How much)</li><li>• Base all processes on the E-TOM model</li><li>• Create subset of the E-TOM model – S-TOM SMILE specific implementation of the processes</li><li>• Provide standard process cycle times based on standard times per activity</li><li>• Revisit all processes and rework them to the standard</li><li>• Do continuous improvement of processes</li><li>• Separate business process, activity functional allocations, and data flow as modules e.g. Process, Sub-process, Functional Allocation at activity level and Data flows</li></ul> <p>Contract concluded end of February 2016 but was extended with 3 months to May 2016 to provide training to the Nigerian OPCO.</p>

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Company	<b>ABSA (Business Efficiency: Barclays Africa Technology) BARCLAYS Africa Group (Group Compliance)</b>
Period	December 2014 - August 2015
Position	<b>Senior Business Analyst (Contractor)</b>
Responsibilities.	<ul style="list-style-type: none"><li>• Contract Life-Cycle Management: This project aims to create a consolidated management system that allows the</li></ul>

Africa Technology division of Barclays bank to manage and control contracts throughout the contract life cycle from inception to termination.

- Project scoping, definition and requirements analysis
- Business process re-engineering for the Contract Life-Cycle Management Function.
- Organisational development for Contract Management for Africa.
- Data and meta-data modelling for Contract management system.
- Financial compliance projects: Business case compilation for the Africa component of the group Compliance in conjunction with the United Kingdom team.

Reason for leaving: Contract concluded

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Company	<b>MY AVATAR (Business Start-up)</b>
Period	June 2014 - November 2014
Position	<b>Business Planner / Analyst (Contractor)</b>
Responsibilities.	<ul style="list-style-type: none"><li>• Business initiation (Ideasation). The business initiation covered the business idea pitch for initial go-ahead with the initiative to the evaluation committee.</li><li>• Business plan. The Business plan included the business description as well as a description of the products and services, marketing, resource requirement planning and finances geared to be presented for business financing.</li><li>• Marketing plan. The marketing plan covered a detailed description of the market segmentation and targets within the segments, marketing methods, marketing channels and marketing management KPI's (Key Performance Areas) for the measurement and tracking of marketing cost-effort.</li><li>• Operational plan. The operational plan covered the timing and roll-out of the products and services, the establishment and management of the key capabilities and the ramp-up to full scale operation.</li><li>• Financial plan. The financial plan covered the financing required during the business planning, project deployment, organisational ramp-up and organisational management. It also presented a detailed view of the cost-break-even point for the business based on projected customer acquisition and growth and the bouquet of services and products within the targeted customer market segments.</li></ul>

- Business system and process specifications. The business systems and processes detailed the prototype design of the analytical database, the system integration, processes required to support the systems and the customer feedback and rating system..

Reason for leaving    Project completed

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Company                    **Standard Bank (Core Banking Transformation)**

Period                      November 2013 - May 2014

Position                    **Business Analyst: BI Reporting (Contractor)**

- Responsibilities
- Business Intelligence reporting analysis and specification. The requirements for the core banking SAP system business (Financial Management and Product and Pricing) reports to support the core banking processes implemented on the SAP system were analysed and the legacy reports converted to user-driven business intelligence reports. Workshops and JAD sessions were held with the report users to combine reports, eliminate redundant reports and specify management reports for the new core banking processes.
  - Reporting process definition and automation. The timing, creation and deployment of standard reports as well as interactive reports required (slicing and dicing the report data) were analysed and the respective reports for Finance and Product and Pricing specified.

Reason for leaving    Contract concluded

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Company                    **Standard Bank (Personal and Business Banking)**

Period                      March 2012 - March 2013

Position                    **Senior Business Analyst Lead (Contractor)**

- Responsibilities
- Business Analysis coordination and delivery for the online banking renewal programme – Digital Transformation Programme.
  - Business analysis and quality management of deliverables from the Business Analysis team.
  - Business Analysis methodology (WOW – “Way –Of-Working”) definition and application.

I was the Lead Business Analyst on the project tasked to oversee the quality and completeness of the BA work done for

the project as well as the co-ordination with the other programmes in terms of dependencies.

I compiled the Business case for the programme.

I also handled the Technical Security requirements for the project in terms of system security requirements and design for the online banking system.

I also handled the business analysis work (Requirements and Standards) on the UXE (User Experience) container that formed the framework for the development of the user-centric online banking system design.

Reason for leaving      Contract concluded

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Company                      **Eskom (Value management Office) –via RGBS**

Period                        May 2011 - February 2012

Position                     **Business Consultant (Contractor)**

Responsibilities            

- Multi-year projects benefits realisation programmes and operational process improvement reporting to the ESKOM investment committee. I reviewed the multi-year IT projects and based on performance of the projects and strategic alignment with the business goals, made recommendations to the investment committee to fast track, abort or maintain the development of the various IT projects.
- Value management analysis, definition and tracking from project inception to business operation. I compiled a detailed benefit analysis for each project and defined the measurement and tracking KPI's (Key Performance Areas) for each project. I arranged the gathering of the KPI data and compiled the final reports to the investment committee.

Reason for leaving      Contracting opportunity at Standard Bank

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Company                     **Private (Cleanwater SA) (I am a non-executive partner in the business)**

Period                        June 2010 - Current

Position                     **Business Analyst Consultant/ Financial Director**

Responsibilities            

- Business and Financial planning and project management for a start-up company

- Cash Management Services planning for distributed vendors (Receipting and collections)

Reason for leaving Not applicable, I am a non-executive partner in the business and I help with the financial year end reporting.

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Company **DTI (Department of Trade and Industry) - via RGBS**

Period March 2010 - June 2010

Position **Project Manager / BPR Consultant (Contractor)**

Responsibilities

- Business Process Re-engineering and Establishment Design and management of the project.
- Organisational Development
- Legal Services processes
- Facilities Management
- Job Specifications and Job Evaluations

Reason for leaving Contract concluded

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Company **Private (IQ Plus Educational Software)**

Period July 2009 - February 2010

Position **Consultant**

Responsibilities

- Sales consulting in private capacity
- Sales planning, Customer consulting and requirement analysis at schools for the installation and use of the educational software packages in Languages and Mathematics.

Reason for leaving Contract concluded

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Company **ESKOM Business Intelligence – via RGBS**

Period October 2008 - June 2009

Position **Business Intelligence / Strategy Analyst (Contractor)**

- Responsibilities
- Procurement and Supply Chain Management  
Contracted at Eskom (since October 2008) focusing on various balanced scorecards using mainly SAS and BUSINESS OBJECTS multi-dimensional reporting for the procurement supply chain management.
  - Finance  
Automation of KPI scorecards and specifying data-cube requirements for financial reporting purposes for ESKOM Distribution business division.

Reason for leaving Contract concluded

Company **MTN – via RGBS**

Period November 2007 - September 2008

Position **Strategy Analyst (Contractor)**

- Responsibilities
- Contracted to MTN for Management of Business Analysis initiatives, project management, strategy analysis, providing operational frameworks for business optimisation projects
  - Prepaid Churn and Analysis of prepaid churn
  - Definition of the value chains, Event Process Chains and Functional Allocation Diagrams to establish the organizational capability within MTN to analyse and action initiatives to reduce churning of prepaid customers
  - Worked using the ARIS toolset
  - Strategic Initiatives reporting: Board Meeting Briefs
  - Developed an electronic reporting (dashboard) method to automate monthly reports on the Strategic Initiatives and automated the creating of Board Packs (briefs to the MTN Board members)
  - Human Resources Policies, Processes and Procedures
  - Reviewed developed and mapped the MTN HR policies Requirement Definition documents to amend the systems to cater for new tax legislation and various HR related projects

Reason for leaving Contract concluded

Company **Inter Computers**

Period September 2007 - October 2007

Position **Marketing Manager / Business Consultant**

Responsibilities

- Contracted by the business to market and establish IT retail and services positioning in the Centurion area
- Conducted market research, established the service and compiled the business plans for financing.
- Became involved in selling products and services for the company

Reason for leaving A lucrative opportunity at MTN presented itself and I decided to take it.

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Company **Café Rigoletto**

Period July 2007 - August 2007

Position **Promoter / Business Consultant / Project Manager**

Responsibilities

- Contracted by the business to market and establish a food delivery service to the businesses in the Lynwood Pretoria area
- Conducted market research, established the service and compiled the business plans for financing and managed the project
- Cash and cashflow management from POS terminals

Reason for leaving Contract concluded

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Company **Standard Bank Information Technology Services**

Period December 2006 - June 2007

Position **Integrated Process Management Strategy/Business Analyst (Contractor)**

Responsibilities

- Integrated Process Management
- Subsequently he was contracted to Standard Bank as a Strategy/Business Analyst consultant working with the Integrated Process Measurement / Management team
- The main focus of this team was to operationalise the bank's strategy to an operational process level
- My last assignment was to review the Balanced Scorecards currently used by the executive team of the bank to base their strategic/tactical/operational positioning

- This included an analysis of the current strategy and a break-down of the current strategy into the elements, processes and data that supports it
- The aim was to automate the measurement of the future validated and weighted strategic elements to produce reliable, up to date information and presenting it in a visual dashboard style
- This allows business to focus on tactical and operational moves that is aligned with the strategy

Reason for leaving      Contract concluded

Company	<b>Standard Bank: Branches and Business Fulfilment Centre's</b>
Period	September 2006 - November 2006
Position	<b>Financial Business and Process Analyst (Contractor)</b>
Responsibilities	<ul style="list-style-type: none"> <li>• I was assigned to assist the team from Branch and BFC to develop the National Credit Act (NCA) compliant To-Be processes</li> <li>• These processes were deployed across the Bank's Branches (Customer Facing) and the BFC's (bulk processing centre's)</li> <li>• This work also required a lot of alignment with the Design Teams for the bank's lending products groups</li> <li>• These groups focused on the design of the system specifications required to make the Bank's systems supporting the processes compliant with the new national credit act</li> <li>• My focus was on JAD Sessions, Strategic Alignment of Product Based Business Analysis team/s with IT CORE team, Process definition, process measurement (role play based measurements for feedback to the Steering Committee for decision making) and detailed documentation of the process change recommendations, as well as Business Requirements</li> </ul>
Reason for leaving	Assignment completed

Company	<b>Standard Bank Information Technology</b>
Period	June 2006 - August 2006
Position	<b>Independent contractor</b>
Responsibilities	<ul style="list-style-type: none"> <li>• My first assignment was at Home Loans Business Development and Enablement</li> </ul>

- I was involved in defining the processes and the functional specifications for the Loan Documentation FSS including the full Loan process and Home Insurance products (Functional System Specification) deliverables
- My major function was to liase between the IT Solution Development Core Team and the Business Development Enablement (BDE) from Home Loans for the National Credit Act project
- I also coached the (young) team and provided guidance where required

Reason for leaving      Assignment completedAssignment completed

Company                    **ABSA Bank**

Period                      August 2005 - April 2006

Position                    **Business Analyst (Contractor)**

- Responsibilities
- Business Analysis for Vehicle and Asset Finance Group. I compiled Business Functional Specifications for the replacement of the LEA mainframe legacy system for the full VAF suite of products including Loans, Securities and Asset Insurance.
  - My focus area was the Finance Stream interfaces between the new SAP system and the current ABSA systems architecture. The analysis included the definition of the required system processes, the administration/application of the specified interfaces, the definition of the data as well as the format/transformation of the legacy data (coded flat files) data mapped to the SAP relational database.
  - I provided mentorship and guidance to the junior Business Analyst assigned to the Work-Stream.
  - I also compiled the Quality Assurance Assessment documentation for the Financial Interfaces Work-Stream. This was done to enable an evaluation of the overall system interface design by external SAP Quality Assurance consultants.

Reason for leaving      Contract concluded

Company                    **Telkom S.A**

Period                      February 1998 - July 2005

Position                    **Senior Business Analyst**

## Responsibilities

- I was responsible for the scoping, high level planning and business analysis of various Information Technology related projects
- SAP upgrade
- Empowerment of visually disabled employees
- Automated User System Access Management project
- Information Technology Services call desk business process modeling
- Supply chain management value chain and business process modeling
- Financial (capital management) value chain and business process modeling
- Supplier Quality Management business process modeling
- ATM Cell Relay ADSL (Asynchronous Digital Subscriber Line) technology support system
- IP TV (Internet protocol based video broadcasting)
- LAN Interconnect (interconnect and manage LAN networks across local, regional, national and international boundaries using Telkom's networks) value chain, feasibility study, business process modeling and business rules definitions
- SAP Implementation (process definition and mapping) for Telkom Finance – Project SALAMIS
- Error Log Detailed Design Specification (E-Logs) Assisted in a mentoring capacity a new employee, enabling him to complete the design specification document
- Work Force Management Phase 2, Business Logic and Data, an initiative to extract the Business Logic informational layer, embedded with integrated systems and databases to achieve strategic manoeuvrability and agility
- I am an accomplished mentor and I enjoy coaching to achieve more.
- During November 2001 I was commissioned to lead a project team with the responsibility to document the current Telkom legacy systems with the view towards replacing these systems with more current technology
- This exercise included a strategic assessment of the current and future business process support required
- The systems mapping exercise was extended to include future initiatives within the Telkom Business environment
- The purpose of this initiative is to establish IT Architecture "Roadmap" charting the strategic positioning of key functions at a logical business design level
  
- I served as the master of ceremonies at Telkom Product launches and Strategic Partnership meetings (at a local level) during the Telkom SmartMoves initiative
- I worked on the Phase 2 and Phase 3 Business Requirements for specific modules within the Work Force Management Super-project at Telkom
- This initiative was intended to revamp the core business to optimise and automate the assignment, scheduling,

dispatch, and deployment of resources within the company

Reason for leaving Opportunity as Independent Contractor

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Company **August Lapple**

Period January 1994 - January 1998

Position **Business Analyst**

- Responsibilities
- During my employment at August Lapple (a German based manufacturer supplying automotive stamping and tooling products) I was responsible for:
  - End User Training
  - Financial system support (Debtors and Creditors)
  - Document Management System
  - Information Systems Policy, Procedures and Work Instructions compilation and validation of ISO 9000 required documentation
  - (Jointly in project-based team context) the development and deployment of the ISO 9000 based Quality Management System for the South African branch of the company
  - During a Strategic Planning session in 1998, he was commissioned by the Financial Executive of August Lapple to investigate the utilisation of manpower in the Management Information Systems department of the South African Branch of the company
  - The purpose of the investigation was to:
  - Determine the nature and scope of activities required in the M.I.S department
  - Benchmarking and Manpower utilisation in order to address the focus and manpower planning of the M.I.S department

Reason for leaving Better opportunity offered at Telkom

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Company **Transvaal Provincial Administration**

Period January 1987 - December 1994

Position **Work Study Officer**

- Responsibilities
- I was commissioned by the South African Government Service: Commission for Administration to undertake two national projects covering the Health Services areas: Orthotics/Prosthetics and Speech Therapy/Audiology

- These investigations were aimed at determining the:
- Organisational structuring
- Job specifications
- Manpower requirements and Business process measurements to create an effective and cost efficient national public health service in these disciplines
- Conducted work-study investigations and made recommendations to the TPA management committee.
- Completed military service while being employed by TPA.

Reason for leaving      Better opportunity in private sector

Company                      **2 Signal Corps Wonderboom**

Period                        January 1989 - December 1990

Position                     **Military Service**

Responsibilities            • Establishing and maintaining electronic communication with Headquarters  
 • Electronic warfare (Surveillance and communication disruption)

Reason for leaving        Military Service completed