

Claire Pratt - Project Manager - Prince2

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Project Manager with over 11 years of experience managing multi-million rand projects, coordinating large workforce teams, and performing budget allocation and analysis. PRINCE2 Certified Practitioner and PMBOK practical aiming to leverage considerable experience and efficiency expertise into your project manager role. Possesses business acumen and knowledge of Software Development and Contract Management.

CERTIFICATION

PRINCE2 Certified Practitioner (*Certified: 2009*)

SENIOR PROJECT MANAGER

- **Experienced project manager offering 11 years of success leading all phases of diverse projects:** PRINCE2 credentials; Private and Public Sector business and multi-disciplined project experience.
- **Business strategist:** plan and manage multimillion-rand projects aligning business goals with technology solutions to drive process improvements, competitive advantage and strategic gains.
- **Excellent communicator:** leverage business and technical acumen to communicate effectively with client executives and their respective teams.
- **Expertise in project management methodologies.** Able to manage large project teams and known for high-quality deliverables that meet or exceed timeline and budgetary targets.
- **Remote Project Management.** Able to manage project governance and teams virtually to assist global teams

PROFESSIONAL SKILL SUMMARY

- Custom Software Development
 - System Migrations/Integrations
 - Enterprisewide Implementations
 - Testing/QA/Rollout/Support
 - Requirements Analyses
 - Costing & Budgeting
 - Project Scheduling
 - Cross-Functional Supervision
 - Remote Project Management
 - Team Building
 - Client Relations & Presentations
 - Business Planning
 - Vendor Management
 - Contract Management
 - Resource Management
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CAREER PROGRESSION

Derivco- DGC, (Umhlanga), Project Manager, 2016 to 2017

My mandate: To initiate, manage and control key strategic projects for the USA and Mexico based Resellers of DGC. I managed software and event management projects with remote teams across multiple timezones from USA, Mexico, UK, Isle of Man, Spain, Sweden, Nepal and Australia successfully to deliver projects within the time, scope and budget specified by Project stakeholders.

Second mandate was process optimization across the Software Development lifecycle. Initial findings revealed that while most processes ranged from semi-formal to formal in some departments, most inefficiencies were lack of alignment between departments during the daily operations of SDLC. Immediate issues addressed, documented and implemented were USA certification process and Durban Quality Assurance process. Research and development process enhancements to better understand the demographic of DGC's ultimate product users.

DUTIES:

A. Project Management Services

My role is to provide Project Management services to DGC USA and Mexico distributors. I managed geographically dispersed teams across varying timezones while still provide process optimizing support.

1. Project Audit

- Perform Audit role for DGC Durban project managers ensuring that minimum required project compliance was followed and centrally stored.
- Ensured that a Project Management methodology was followed (discretion at department level)
- Initiation of Exceptions Meetings across portfolio.
- Implementation of portfolio, roadmap and project status templates
- Mentor project managers on complex projects.
- Assisted in solidifying the PM culture.

2. Project Management

- Business Case Estimations
- Formal Project Kickoff
- Project Planning, Execution, Control and Close Out
- Risk Management
- Timely Reporting
- Project Post mortem
- Project Meetings, like:
 - Kick-off meetings
 - Status Report Meeting
 - Product Owner Forum
 - Delivery Forum
 - Regulator Submissions
 - Live issue Whatsapp Group
 - Workbreakdown Structure Sessions
 - Steering Committee
 - Daily Standups
 - Roadmap Planning Meetings
 - Portfolio Progress Meeting
 - Bi-weekly stage gates
 - Project Distribution Lists
 - BA and PM alignment Meetings

3. Implementing Projects

- Installation
 - Country specific Installation: tight controls for remote technicians to install product offering at client venues.
 - Onsite and/or Remote Configuration: account and calendar management of both internal and external installations teams to ensure that minimal downtime is experienced.
 - Travel management and protocols: Visas, logistics of equipment and travel complexities
- Deployment
 - Correct technical information sourced to provide to remote deployment team
 - Accurate logging of Build Orders and Change requests to live environments
 - Ensuring that USA and Mexico Distributors are aware of versioning and status of deployments, to minimise install issues at client venues
 - Notifications to all stakeholders of progress of deployments
- Monitoring
 - Product specific reporting once live in field.
 - Statistical analyses of product ie. Average spend, most successful product, average lifespan of product

4. Project Performance Management

- Entire Project program/ progress shared via ConfluenceTool utilising pages for every facet of the project framework:
 - Project Charter
 - Project Health Check Report
 - Project Dependencies
 - Project Roles and Responsibilities
 - Project Specifications
 - Approved Business Case
 - Project Financials
 - Defect and Live Issue Stats
 - Project schedule
 - Risk, Issues and Decisions
 - Project Scope
 - Stakeholder Analyses
 - Test plans and daily test progress
 - WBS
 - Project variances
 - Team Rosters

B. Project Management Reporting

My role is to provide Reporting to all stakeholders from team members, PMO, Product Owners and to Exco. I would alternate from executing, to advising on reporting depending on the client status, the priority of the project, level of audience and live monitorin of product.

1. Summary Reports

- Periodical project status report: one page report that will include the accomplishments, work in progress, issues and risks for the reporting period. User can drill down in this report to see more information within this period.
- Project Health Report: a report that shows only one line per project with a visual color indicator of the project health that reflects the schedule variance.
- Format and Tools: Excel, MS Projects, Powerpoint, Sharepoint repository

2. Task Tracking Reports

- Overdue tasks: a report that shows the tasks that are overdue from the current date with their corresponding percentage complete, duration, duration variance, start date, baseline start date, start variance, finish date, baseline finish date, finish variance and assigned resources.
- Upcoming tasks: a report that shows tasks that are not complete and are about to start in an upcoming period.
- Achieved tasks: a report that shows tasks that have been achieved within a selected time period.
- In progress tasks: a report that shows tasks that are being worked on at the selected time of producing the report.

- Critical Dependency tasks: a report that shows tasks that are highlighted in the schedule as dependency tasks.
- Performance Point tasks: a report that shows tasks that are highlighted in the schedule as performance points.
- Earned Value: This report shows the earned value of tasks from the projects of different divisions. The Earned Value indicates the amount of the actually completed work against the amount of work that was planned to be completed.
- Format and Tools: Jira, Confluence, Trello, MS Projects, Excel, Task Tracker, Roadmunk

3. Issues Reports

- Issues tracking: a report that shows the project issues. It shows the issues, status, requested by, assigned to, issue reference and due date.
- Risks: a report that shows the project risks, status, probability, impact, assigned to, mitigation plans and contingency plans.
- Project diary: a report that produces the project diaries that are recorded by the project managers.
- Project brief: a report that produces the project briefs that are recorded by the project managers.
- Format and Tools: Confluence, Excel, RAID Tool, manual diary,

4. Portfolio Management Reports

- Project portfolio: a report that shows one line per project, each contains the project name, project percentage complete, start and finish dates. Projects are grouped by the relevant portfolios.
- Project portfolio by budget: a report that shows how budget is distributed over the portfolios within the organisation.
- Project portfolio by contract: a report that shows how contracts are distributed over the portfolios within the organisation.
- Format and Tools: Smartsheet and Excel

c. Digital Gaming Corp Customer List that I was directly involved in setting up, deployed a project Team and/ or Project Managed.

1.0	Banyan (USA)	- Software Project Management for USA market - DGC Strategic projects - Product Certification
2.0	Betstone (Mexico)	- Software Project Management : Spain Beta, Brazilian/ Mexico Bingo, Nepal Go Live, Peru Project initiation - Event Project Management: Mexico Roadshow

ALO Vivacitas (Randburg), Project Director, 2013 to 2016

My mandate: To setup, drive and control a Project Management Office aligned to Prince2 Methodology to mitigate non-payment from Government clients. The PMO would ensure proper guidelines for ALOV Project teams to adhere to with strict focus on methods, models, documentation and reporting. The Project Management Consultant Services and Project Reporting along with Reseller and ICT Graduate programs was the main focus of my PMO.

This PMO would assist all of ALOv's Resellers from different countries such as Lesotho, Swaziland, Nigeria, and South Africa. Being more technical in skills, the Resellers would benefit from the PMO in accordance with Project Standards, clear define processes and back office support. The PMO would provide basic PMO training to reseller resources, assist with Tender proposals, and if needed, execute the Project Management duties once the tender/project was successful won.

ALOv provides ICT graduates with entrepreneurial opportunities in that we created a full business model for them to build and launch a successful business venture. This included amongst other things:

- **Training:** Sales Training and ALOv Software Products i.e. CRM, ERP, Projects, Fleet etc. They would then take the ALOv Business Management Software and onsell it to businesses. These would be their products.
- **Branding:** ALOv provided full branding to all ICT graduates i.e. websites, email domain, flyers, business cards, banners, Company Stationery
- **Support:** ALOv provides all the technical back office support to their clients minimising the admin duties so that they focus on new sales and growing their client database. This included billing services.
- **Tools:** Provide them with a full CRM system to manage their daily operations. Professional software allows them to manage all of the following from one system:
 - **Client database with full customer information**
 - **Quote and invoice directly from the system with their branded logos for professional billing**
 - **Manage Sales Teams commissions**
 - **Bulk Email and SMS directly from the CRM to run professional Marketing Campaigns**
 - **Keep track of Sales calls, meetings, and aftersales queries directly from the CRM.**
 - **Audit Trail built in to the CRM to allow for quick retrieval of information**
- **Monitoring:** Having access to the CRM and back office support of the Reseller and ICT Graduates, ALOv also played an advisory role in that we analysed trends in the lifecycle and employ methods to assist if need be. When sales were not favourable, we would provide additional training. When monies were outstanding we would provide a collection service on behalf of the reseller/graduate ensuring that their cashflow was constant.

ALOv assisted business development agencies with their mandate to grow and enable businesses. Such agencies include NYDA (four provinces); SEDA (western cape). These agencies would forward all interested parties either in the reseller or graduate programs onto ALOv and they would arrange on-site meetings at their offices.

DUTIES:

D. Consultant Services

My role is to provide Project Management services to ALO Vivacitas Clients. My role encompasses hiring resources qualified and skilled teams to perform these services and monitor and manage teams around delivery. I would alternate from responsible to Accountable party depending on the client status, the priority of the project and/or skills needed:

5. Project Audit

- Ensure the compliance to the Project Management methodology
- Identify any problem with the applied methodology.
- Identify any unmanaged risks.
- Coach the project managers in complex projects.
- Help in changing the PM culture within the organisation.
- Document the auditing results which can be used as "Lessons Learned"

6. Project Management

- RFP Preparations
- Proposal Evaluation
- Contract Negotiation
- Project Planning, Execution, Control and Close Out
- Risk Management
- Timely Reporting
- Timely Project Meetings, like:
 - Kick-off meetings
 - Status Report Meeting
 - Steering Committee Meetings
 - Progress Meeting
-

7. Implementing Project Technology

- Installation
 - Onsite Server Installation
 - Onsite and/or Remote Server Configuration
 - SaaS Configuration for online clients
 - Automation Integration
- Deployment
 - Tuning and Workflow Setting
 - Security
- Training
 - Knowledge Transfer
 - Multi-Level Awareness Sessions

8. Project Performance Management

- Identify the required performance baseline
- Collect the actual project progress
- Produce reporting dashboards to reflect the project performance in terms of:
 - Project cost variance
 - Project schedule variance
 - Project managers' performance
 - Team members' performance

9. Developing Corporate PM Methodology

- Study the current customer's Project Management process.
- Analyze the existing customer's Project Management process.
- Identify the current projects' problems.
- Develop a new PM methodology.
- Spread the methodology awareness amongst the customer's teams.
- Receive any feed back and update the proposed methodology accordingly.
- Run the necessary training for selected core team.

10. Establishing Project Management Office

- Custodian of the overall organisation PM strategy.
- Custodian of the overall view of the ongoing projects.
- Introduce the proper Project Management tools.
- Take over the runaway projects.
- Establish risk mitigation processes.
- Review and manage the project portfolio.
- Conduct project reviews and audits.
- Organize and manage the resource pool.
- Identify and develop project managers.
- Recruit the new project managers needed.
- Introduce the corporate project management tool

E. Project Management Reporting

My role is to provide Reporting to ALO Vivacitas Clients and Projects. I would alternate from executing, to advising on reporting depending on the client status, the priority of the project and/or level of audience.

5. Summary Reports

- Periodical project status report: one page report that will include the accomplishments, work in progress, issues and risks for the reporting period. User can drill down in this report to see more information within this period.
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7. Issues Reports

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8. Resource Management Reports

- Assignments by Resource: a report that produces the project assignment to the selected resources within selected projects.
- Assignments by Project: This report shows all the assignments of different projects across all the organisation.
- Project Managers Performance: a report that shows the performance of the project managers based on their projects' variances and weight for each project.
- Project Team Member Performance: a report that shows the performance of the project team members based on their task accomplishments.
- Bill of Quantity: a report that shows the capital expenditures that will be spent in the project as assets.

9. Portfolio Management Reports

- Project portfolio: a report that shows one line per project, each contains the project name, project percentage complete, start and finish dates. Projects are grouped by the relevant portfolios.
- Project portfolio by budget: a report that shows how budget is distributed over the portfolios within the organisation.
- Project portfolio by contract: a report that shows how contracts are distributed over the portfolios within the organisation.

6. Contract Management

- Deliverables: a report that shows the project deliverables for each project. It includes the deliverable contract number related to each deliverable and deliverable price.
- Purchase orders: a report that shows the purchase orders issued per each project. It contains the purchase order number, its value, date and description.
- Contracts: a report that shows the contracts and status of the contract for each project.
- Change requests: a report that shows the change requests issued for each project.
- Project Invoices and payment tracking: a report that shows the payment progress of the selected project. It includes invoices details, payment details and the due payments.
- Portfolio payment tracking: a report that shows the selected portfolio financial details, the project budget, project contracts, invoiced values, remaining values.

7. Executive Reporting

- Provide the different project progress information that helps the executives to take the appropriate decisions. These dashboards include the following:
 - o Project variances
 - o Resource allocation
 - o Issues and risk progress

This information can be drilled down starting from the corporate level till the lowest level of information for granular details.

F. ALO Vivacitas Customer List that I was directly involved in setting up, deployed a project Team and/ or Project Managed.

1.0	Business Associates (Reseller) (Swaziland)	- Project Management - Developing PM Governance System - Project Management It Infrastructure - PM Corporate Training - Project Management (ERP solution) - Reseller Training
2.0	Bloemwater (Bloemfontein)	- Project Management Training - Project Management Consulting - Developing PM Repository - PM System Training - Project Management (ERP solution) - Project Audit - Project Performance Management
3.0	Autopax (Pretoria)	- Project Management Consultancy - Fleet Module Implementation
4.0	Inqaba Training (Soweto)	- Project SaaS Implementation - Project Management Training - Learning Management System
5.0	South Africa Graduate Council (SAGC Randburg)	- Project Management Methodology - MS Project Server Implementation - Project Management It Infrastructure - PM Corporate Training - Mobile Application Build
6.0	C-Sonke Investments (Bloemfontein)	- Project Management (SaaS Systems), - PM Methodology, - PM Courses, - PM Training, - Project Audit
7.0	Ipelegeng Investments (Reseller) (Soweto)	- Project Management Consultancy - Project Management (SaaS Systems), - Project Performance Management

8.0	AgriSmart Investments (Pretoria)	- Project Management Consultancy - Project SaaS Implementation - PM Corporate Training
9.0	MSK Holdings (Reseller (Johannesburg))	- Project SaaS Implementation - PM System Training
10.0	iWorld (Durban)	- Retail POS Implementation - PM Training
11.0	South African German Training Services (Johannesburg & Soweto)	- Project Management Methodology - Project SaaS Implementation - Project Management Consultancy - PM Training - Mobile Application Build - Project Performance Management
12.0	Partners in Biz (Reseller) (Pretoria)	- Project Management Consultancy - Project Management (SaaS Systems),
13.0	AGSA (Randburg)	- Project Management Consultancy - Project Management (SaaS Systems), - Learning Management System Build
14.0	Modest Group (Reseller) (Free State and Northern Cape)	- Project SaaS Implementation - PM System Training

First National Bank (JHB CBD), Project Manager, 2012-2013

DUTIES:

My role is to provide Project Management services to FIRST NATIONAL BANK STRATEGIC PROJECT UNIT. My role was to explicitly bring projects back on track. I had six (6) projects which had already overrun on schedules by months from numerous division with the Banking Channels division of FNB.

These projects had huge reputational risk of going into market incorrect and/or not missing target deadlines altogether and not making market as all.

1. Project Management

- Project Planning, Execution, Control and Close Out
- Risk Management
- Timely Reporting
- Timely Project Meetings, like:
 - Team Performance meetings
 - Status Report Meeting
 - Steering Committee Meetings
 - Progress Meeting

2. Project Performance Management

- Identify the required performance baseline
- Collect the actual project progress
- Produce reporting dashboards to reflect the project performance in terms of:
 - Project cost variance
 - Project managers' performance
 - Project schedule variance
 - Team members' performance

3. Summary Reports

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FNB Customer List that I was directly involved in setting up, deployed a project Team and/ or Project Managed.

1.0	Internal Business Units (Marketing/ Training/ IT/ Change Management/ CASH/ Branch/ First Rand/ Operations/ Procurement/ Finance/	- Project Management - Project Performance Management - Project Reporting - Status Meetings - Change Management
2.0	External Suppliers	- Product Specification - Project Management - Project Performance Management - Status Meetings
3.0	South African Reserve Bank	- Project Management - Project Performance Management - Status Meetings
4.0	FNB Branches (National 600+ branches)	- Project Management - Project Performance Management - Product Procurement Release - Status Meetings - Roadshows

Blue Label Telecoms (Sandton), Project Manager, 2010-2012

DUTIES:

My role provided Project Management services to The PREPAID COMPANY (TPC) - a division within BLT. My role encompassed 28 areas of operations reporting directly to the COO in a 2-in-command capacity. I established an Operations Team (direct reporting line to me) that would provide BTL Business units with

multi-faceted support around projects that needed to be operationalised, maintained and supported within Operations.

TPC Business Projects were all telecommunications specific :

- Technology for encrypted virtual stock from Network providers
- Wholesale Division Integration into TPC (maintain and support)
- Physical Stock warehousing, printing, distribution
- Financial Treasury for BLT Group, releasing of guarantees
- Facilities Management for TPC
- Business Specifications on technology from internal Technology Division
- Launching of new Metro Cash and Carry Telecom products

THE PREAID COMPANY Customer List that I was directly involved in setting up, deployed a project Team and/ or Project Managed.

1.0	Wholesale Database (National 300 wholesales)	<ul style="list-style-type: none"> - Project Management - Project Performance Management - Integration and Technology - Recon and Settlement - Product Procurement and Distribution - Support and Maintenance
2.0	Networks (Vodacom/ CellC/ MTN/ ESKOM/ Telkom/ Neotel/ Easy Pay/ Transaction Junction)	<ul style="list-style-type: none"> - Project Management - Project Performance Management - Recon and Settlement - Release of Financial Guarantees - Technology for virtual stock (vouchers) - Printing and Distribution of physical Stock
3.0	Retailers (National – PicknPay/ Shoprite/ Petrol garages etc.)	<ul style="list-style-type: none"> - Project Management - Project Performance Management - Recon and Settlement - Release of Financial Guarantees - Technology for virtual stock (vouchers) - Printing and Distribution of physical Stock

4.0	Internal Business Units (BLT Group)	<ul style="list-style-type: none"> - Project Management - Project Performance Management - Integration and Technology - Recon and Settlement - Product Procurement and Distribution - Support and Maintenance
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X-PERT GROUP (Woodmead), Project Consultant, 2008-2009

DUTIES:

My role is to provide Project Management services to various clients and projects for X-Pert Consulting Group. My role was to consult to various clients from all industries.

These projects had huge reputational risk of going into market incorrect and/or not missing target deadlines altogether and not making market as all.

1. Project Management

- Project Planning, Execution, Control and Close Out
- Risk Management
- Timely Reporting
- Timely Project Meetings, like:
 - Kick-off meetings
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 - Steering Committee Meetings
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X-Pert GROUP Customer List that I was directly involved in Project Consulting.

1.0	Denel Group (Centurion)	- Project Facilitation - Project Documentation
2.0	Transnet Locomotives (Bloemfontien)	- Project Management - Project Performance Management - Project Facilitation - Project Documentation - Project Reporting
3.0	Auditor General (Brooklyn)	- Project Management - Project Performance Management - Project Facilitation - Project Documentation - Project Reporting
4.0	SABC (Auckland Park)	- Project Management - Project Performance Management - Project Facilitation - Project Documentation - Project Reporting
5.0	FNB Mobile	- Project Facilitation - Project Documentation - Project Reporting
6.0	FNB Banking Channels (JHB CBD)	- Project Management - Project Performance Management - Project Facilitation - Project Documentation - Project Reporting
7.0	Dept. of Agriculture (Pretoria)	- Project Management - Project Performance Management - Project Facilitation - Project Documentation - Project Reporting

8.0	HiP Housing (Morningside)	<ul style="list-style-type: none"> - Project Management - Project Performance Management - Project Facilitation - Project Documentation - Project Reporting
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Deloitte Consulting, (Woodmead), Project Consultant, 2007-2008

DUTIES:

My role is to provide Project Management services to various clients and projects for Deloitte Consulting, in particular the acquisition of ABSA Bank by Barclays Bank. My role was dual in that I was PMO Administrator and Project Manager of a Workstream with direct report lines.

My workstream was mandated to evaluate, take stock and clean up nine provinces of data within the SAP system. This data pertained to property portfolio of ABSA Bank such as title deeds, lease agreements and supporting documentation. Documentation copies from nine provinces were centralised and captured into the SAP system utilising my project team and the SAP ABSA BANK Users/staff. Working closely with the SAP Business Intelligence Unit onsite at ABSA, for centralisation of copies, reports and documentation.

1. Project Management

- Project Planning, Execution, Control and Close Out
- Risk Management
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- Timely Project Meetings, like:
 - Team Performance meetings
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 - Steering Committee Meetings
 - Progress Meeting

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Deloitte Consulting Customer List that I was directly involved in Project Consulting.

1.0	Deloitte Consuting PMO	- Project Facilitation - Project Documentation - PMO Adminstration
2.0	ABSA BANK (Florida)	- Project Management - Project Perfomarmance Management - Project Facilitation - Project Documentation - Project Reporting
3.0	BARCLAYS UK	- Project Management - Project Perfomarmance Management - Project Facilitation - Project Documentation - Project Reporting

Accenture (Ormonde), Project Consultant, 2006-2007

DUTIES:

My role is to provide Project Management services to Accenture clientele, in particular the EDCON Group. My role provided administration, co-ordination and work-breakdown financials for this project.

The project consisted of over 60 Software skilled resources customising a POS System for Edcon. My role Provided co-ordinator services to the project, with a direct reporting line into the Senior Executive.

1. Project Management

- Project Co-ordination
- Project Financial Management
- WBS Costing and Invoicing
- Project Account Receiveables

2. Finance Tracking Reports

- Overdue invoices;
- Upcoming expenses;
- Reconciled and Settled Invoices; and
- Work Breakdown Structure costings

3. Issues Reports

- Issues tracking: a report that shows the project issues. It shows the issues, status, requested by, assigned to, issue reference and due date.
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ACCENTURE Customer List that I was directly involved in Project Consulting.

1.0	Internal Business Units	- Project Facilitation - Project Documentation - PMO Adminstration
2.0	External Project Team (Microsoft/ Spanish Team)	- Project Perfomarmance Management - Project Facilitation

		<ul style="list-style-type: none"> - Project Documentation - Project Reporting
3.0	Edcon Finance Department	<ul style="list-style-type: none"> - Project WBS Costing - Project Financial Management - Recon and Settlement - Project Account Receivables - Project Reporting

MedScheme Holdings (Florida), VIP Broker Unit 2002-2004

DUTIES:

My role is to provide Broker Support services to various brokerages for MedScheme Holdings. My role was to consult, handle and account manage two Brokerage Firms with regard to Liberty Medical Scheme.

These process encompassed New Business from these Brokerages, On-site Account Management, Progress/ Status Meetings, Broker Liaison on all Liberty Matters, Performance management within MedScheme to ensure that Business from these Brokerages remained within Liberty. A cross-over in Insurance Departments at Ameshoff Location due to status of Brokerage, to manage and co-ordinate performance on delivery to these brokerages on all products, escalations and queries.

6. Project Management

- Project Co-ordination
- Timely Reporting
- Timely Meetings, like:
 - Status Report Meeting
 - Progress Meeting

7. Project Performance Management

- Performance on escalations, queries and new business processing
- Collect the actual progress on various items
- Produce reporting dashboards to reflect the performance

8. Summary Reports

- Periodical project status report: one page report that will include the accomplishments, work in progress, issues and risks for the reporting period. User can drill down in this report to see more information within this period.

9. Task Tracking Reports

- Overdue tasks: a report that shows the tasks that are overdue from the current date with their corresponding percentage complete, duration, duration variance, start date, baseline start date, start variance, finish date, baseline finish date, finish variance and assigned resources.
- Upcoming tasks: a report that shows tasks that are not complete and are about to start in an upcoming period.
- Achieved tasks: a report that shows tasks that have been achieved within a selected time period.
- In progress tasks: a report that shows tasks that are being worked on at the selected time of producing the report.
- Critical Dependency tasks: a report that shows tasks that are highlighted in the schedule as dependency tasks.

10. Issues Reports

- Issues tracking: a report that shows the project issues. It shows the issues, status, requested by, assigned to, issue reference and due date.
- Risks: a report that shows the project risks, status, probability, impact, assigned to, mitigation plans and contingency plans.

Medscheme Customer List that I was directly involved in Co-coordinating

1.0	Hereford Brokages	- New Business Facilitation - Reporting and Documentation - Status Meetings - Performance Management - On-site Account Management - Expedite Query Management
2.0	MGB Brokerage	- New Business Facilitation - Reporting and Documentation - Status Meetings - Performance Management - On-site Account Management - Expedite Query Management
3.0	Liberty Medical Business Units	- New Business Facilitation - Reporting and Documentation - Status Meetings - Performance Management - On-site Account Management - Expedite Query Management
4.0	Liberty Insurance Business Units (cross over co-ordination)	- Reporting and Documentation - Status Meetings - Performance Management - Expedite Query Management
5.0	Internal Business Units	- New Business - Reporting and Documentation - Status Meetings - Performance Management - Account Management - Expedite Query Management

ACHIEVEMENT HIGHLIGHTS

- Led teams across broad technical, financial and business disciplines. Focused teams on business objectives and tracked progress to ensure project milestones were completed on time, on budget and with the desired results.
- Mitigated risk factors through careful analysis of financial data. Anticipated and managed change effectively in rapidly evolving business environments.
- Defined processes and tools best suited to each project. Moved between agile and waterfall approaches depending on project specifics and client goals, creating detailed project road maps, plans, schedules and work breakdown structures.
- Produced multitude of Project management documentation across all project phases for the project entirety.

REPRESENTATIVE PROJECTS (2010 to 2017)

- **ALO Vivacitas:** Led rollouts of robust, scalable and secure cloud-based and on-premise enterprise resource planning (ERP), customer relationship management (CRM), learning management systems (LMS) and point-of-sale (POS) systems for clients including Bloemwater, iWorld, CSI Investments, Agrismart Investments, Autopax, Business Associates (Swaziland). *Results:* Completed projects up to two months ahead of schedule, as much as R500,000.00 under budget and to client acclaim.
- **Custom Software Developments:** Managed all phases of the software development lifecycle (SDLC) for dozens of custom solutions whether SaaS or traditional software builds.

Results: Delivered industry-leading software that saved clients millions of dollars, shortened processes from weeks to minutes by decreasing user transactional clicks.

- **SaaS:** Guided companies in switching their companies' technology to online and in the cloud.
Results: Improved the consistency, recoverability and accessibility of data at an affordable monthly rate.
- **System Integrations/Migrations:** Project-managed large-scale initiatives involving the transition of programs, users and processes to new platforms and the integration to peripheral 3rd party systems already in place.
Results: Achieved seamless migrations and integrations that were transparent to client customers, accomplished with no unscheduled downtime and delivered by as much as R250K under budget.
- **Business Operational:** Directed transition of projects from closure to implementation to Business as Usual (BAU). Rollouts of new software and systems, re-engineered business processes, functional user training, online documentation repository for business policies, process flows and procedures, training manual compilation. Many projects of mine fall into the Business and Operational aspect for clients such as FNB | X-Pert Group clientele such as Transnet, SABC, Auditor General, Dept of Agriculture | Deloitte Consulting clients such as ABSA/Barclays, Lonmin Mines | Blue Label Telecoms.
Results: Ensured defect-free releases through careful planning, testing and QA efforts and successful absorption into operations.

ADDITIONAL SKILLS

- Expert in MS Office (Word, Excel, Outlook, Project, and PowerPoint); Knowledge of Adobe and Visio
- Familiarity with ERP, CRM, Project software, Asana, Trello, Confluence, Jira, EPM, Sharepoint
- Team leader capable of motivating staff.
- Ability to get on with all levels of people and possess strong relationship building skills.
- Superb communication skills and able to articulate technical jargon to a non technical audience.
- Ability to gain results through others
- Knowledge of project management methods.
- Able to continuously meet targets and surpass expectations.
- Articulate and well presented.
- Having the necessary drive and enthusiasm required for a tough competitive industry.

1) Business Solutions:

Provide leadership and strategic guidance to:

- Identify process innovation and re-engineering requirements
- Technology Strategy and implementing the Information Technology plan
- Managing IT Systems
- Implementation of IT strategic project.
- Deliver on Mobile and Digital strategy and innovation.

2) Operations

- Client Contact Management
- Operations Support
- Claims Management

3) Relationship Management:

- Manage all distribution relationships from an operational efficiency perspective.
- Manage outsourced administration partners within SLA terms and conditions.
- Manage prioritisation and conflict management to support strategy.

4) Regulatory compliance:

Provide leadership and strategic guidance in the delivery of:

- Legal engagement for IP, trademarks, software licensing, Font licensing
- Certification processes for Gaming industries for Mexico and USA
- Re-engineering of processes to comply with new legislative requirements.
- Ensuring that the operations business is POPI, FAIS and FICA compliant
- Reviewing disaster recovery plan with outsourced administration providers and ensure business continuity.
- Negotiating legal agreements for operations and service standards across

5) Cost Management:

- Negotiate rates with outsourced providers.
- Cost/Expense management.

6) Strategy formulation:

- Participate in the formulation of divisional strategy and identify strategic issues.

7) Strategy implementation:

- Drive implementation of Human Resources (workforce plans), Operations and Business Solutions strategy and Benefit realisation.

8) Team management:

- Effective team management.
- Performance Management.
- Deliver on transformation.
- Deliver on succession planning and talent management.
- Build effective organizational culture and manage organizational climate.

9) Personal development:

- Self-development in terms of attending investment related training ,
- up skilling in terms of financial industry products and services
- Keep up to date with industry developments, legislation and compliance issues, discuss progress with manager

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