Name: Sipho Tšhego   Email: MOBILE PHONE:

CELLCNEW:

Mr Sipho Tshego

PERSONAL DETAILS:

Position Requirements	NQF Level 9 / Relevant Industry experience of 10-15 years/ Certified Candidate
Position Wanted:	IT Manager or Project Manager or Programme Manager
Years' Experience:	16
Career Level:	Managerial
Expected Monthly Salary:	Negotiable
Preferred Areas:	Pretoria / JHB / Durban/Cape Town/Port Elizabeth
Transport:	Own
Notice Period:	Immediate Notice

CAREER OBJECTIVES:

I am an ambitious Management professional who has experience in managing successful business change projects and modernisation programmes. This was done by ensuring compliance to best practice in terms of both the technology we employ and the technology we create, this will enable the organisation to become a fully digitalised/digitised organisation. I am better at opening up new initiatives than bringing them to completion.

EDUCATION:

Secondary Qualification:	Matric (**Achievements**: distinctions in Mathematics and Biology)
School:	Kwandebele Science School
City/Town:	Siyabuswa
Year:	January 1997 to December 1999
Tertiary Qualification 1:	MBL (**Achievements**: distinctions in Executive PM module & PM based Dissertation Topic)
Institution:	Unisa
City/Town:	Midrand
Year:	January 2011 to December 2014
Tertiary Qualification 2:	PDBA (**Achievements**: Innovation and Design as as well as Information and KM Modules)
Institution:	UP
City/Town:	Sandton
Year:	January 20008 to December 2008
Tertiary Qualification 3:	BEng (Hons) (**Achievements**: distinctions in my Honours level Dissertation Topic)
Institution:	Multimedia University
City/Town:	Kuala Lumpor
Year:	May 2000 to December 2005

JOB LIST SUMMARY:

Organisation	Position	Dates	Major Achievements
Independent Contractor to health services company	Project Management Services, EPMO and Strategy Execution	30/03/2024-date	Records Management, Data Management and Governance Programme Two-month Project completed within 3 months of starting the engagement. Intern Logbook Phase 1 completed within 4 months of joining. Website Revamp, Network upgrade, Telephony Hosted Callcentre & Chatbot and AI integration projects completed
Contracted to agsa	Project Manager	04-2023-30/03/2024	EDRMS and SharePoint online project stuck in design for past 4 years and

			designed finalised and put out to tender within 3 months of taking over the project. Migration to M365 Apps to remediate environmental audit findings. Budget Tool put out to tender within 4 months taking over the project. Budget tool was charged with helping an enterprise use digital information and advanced technologies, such as the cloud, AI, machine learning, automation, IoT, mobile and social media, to create business value involving budgeting. Reason for Leaving: Opportunity
Contracted to PPC	Project Manager	09-2022 – 03-2023	Agile framework implemented, SAP ECC specializing in the SAP functional modules SD, MM, PP, Co, FI for Currency conversion project implemented within 3 months of joining, Ready-mix Project blueprints finalised within one month of taking over. Reason for Leaving: Contract Ended
Contracted to MTN	Project Manager	June 2021 – Aug 2022	Gained an understanding of Regulatory Programs and Risks attached to Customer Payments and Revenues, Improve controls to minimise Revenue losses, Fraud prevention by optimising credit limits. • IBF Revenue Assurance Improvements • Payment Reference in General Ledger • Dropped Orders - iLula (1) • Financial and Billing Reporting - EBU
Contracted to Sentech SOC Ltd – (500 employees) broadcasting company	Project Management Lead Consultant	January 2021 – 30 May 2021	Analog Switch Off for first Transmitter completed within 6 weeks of starting the job. Then after that 2 transmitter every other second week.
Contracted to BP subsidiary – Masana (70 employees) (few major oil	Technical Project Lead Consultant	November 2019 – December 2020	Cybersecurity project, cloud solution; Managed Services; SAP Hana

and petrochemicals consuming clients)			implementation; DR Project completed within 6 weeks. MS Azure /AWS/Google/Huawei cloud business cases and roadmap completed
Career Gap Decided to do Volunteering	Construction Project Manager	June 2019 -October 2019	Sabbatical
ABSA (40 000 employees) (as of 2016 8.8 million customers)	Specialist: Strategic Projects and Programmes	June 2018- May 2019	Job Rotation Job Enrichment
Contracted to DOJCD (25 000 employees) (serving about 55 million potential citizens)	Acting Senior Manager of ICT Infrastructure and Operations	March – May 2018	Job Rotation Job Enrichment
	Senior Manager: Strategic Projects	May 2012 – March 2018	The best SAP Project Implementation Award The best SAP Project for improved service delivery Award
	Acting Senior Manager of ICT Governance, Risk and Compliance as well as Strategy performance, monitoring and evaluation	June 2012 - March 2013	Corporate governance of ICT Recognition
Contracted to PALAMA (www.NSG.gov.za) (400 employees) and (1.2 million potential public sector students)	Middle Manager for ICT (Lead for PMO and EA)	October 2009 – May 2012	Exceeded Performance targets three years in a row Talent Management incentives - Awarded a bursary for MBL studies
Contracted to Parliament (400 employees) (390 parliamentarians excluding their support staff)	Project Manager/Coordinator	January 2009 – September 2012	Exceeded Performance targets for the year
Telkom (21 000 employees excluding unquantified # of business clients and end-user customers)	System or Project Engineer	January 2006 – December 2009	Awarded Spotlight award for the best Project Job implementation
Various Internships Positions	Training Engineer (Project Support)	2004-2005	Job Rotation Job Enrichment

TRAINING, CERTIFICATIONS,EXPERIENCE, SKILLS & COMPUTER TOOLS:

Computing Tools:	Certifications	Other Courses/ Memberships/ Conferences	Project & Programme Management skills/experience:	Industry Skills/Experience
MS Office MS Project SAP CRM,SAP FI, SAP PS-CD MS Visio Sciforma JIRA (Confluence) JAZZ Rational Software MicroFocus PPM and Octane Tools	Prince 2 Certification 2017 ITIL Attendance Certificate 2012 COBIT Certificate 2012 TOGAF Training 2009 PMBOK computer based training 2008 Microsoft 365 Certificate	Agile Methodology PMBOK course ECSA Registered Engineer Cisco Networkers conferences Gartner IT Expo DevOps exposure AWS Cloud Summit	Multi-disciplinary projects, Multiple projects, Multi-teams) and Using project management tools and methods Prince and PM Methodologies e.g. Waterfall, Agile, PMBOK, Prince 2). Agile Software development methods like Scrum and Kanban. Payment solutions – EFT, ATM, Mobile, Point of sale (EPOS)	Telecommunications Government (Public Sector) Non Profit Financial Services Information, Communications and Technology

PERSONAL DETAILS:	
Christian Names:	Sipho April
Surname:	Tšhego
Nationality:	South African
Email Address:	
Cell Phone:	*On the Header*

Employer :	Independent Contractor to health services company
City/Town:	Pretoria
Date:	30/03/2024-date
Position:	Project, Programme and Portfolio Management Services, EPMO centre of excellence and strategy management
Monthly Salary:	On request
Duties:	**PROJECTS AND PROGRAMME MANAGEMENT OBJECTIVES:**

PROJECTS AND PROGRAMME MANAGEMENT OBJECTIVES:

To enable Digital transformation of Council – taking strides towards making deployed ICT tools known and frequently used by those they are intended to support.

The number of successfully implemented online services to be used to create a channel for practitioners per specified service type.

To expand online services capability of the HPCSA to migrate more practitioners' transactions to the online capability.

To improve its customer service experience with all persons and stakeholders that are served. To rationally do a good job some research with companies and agencies that are held on high regard by their customers will have to be undertaken for benchmarking purposes.

Post BPR to implement processes, people structures and systems are used as designed, with the correct complement or resources and skills and determine whether the processes, structures and systems are assisting the HPCSA to be successful.

PROGRAMME AND PORTFOLIO PROJECTS

- **Strategi Projects and Programmes:**
  - Oracle Service Cloud, OIC, AIC, Integrations, and EBS – CX Project
  - Implement Unitary Customer Service Management Practice.
  - Business Requirements Specifications Developed the Intern Booklet and market-tested.
  - Reviewed, redesigned, and implemented improved professional conduct processes, policies, regulations, and funding model.
  - HPCSA Business Process Redesign and Organizational Structure Review.
  - Projects flowing from the I and T Strategy Approval such as the Datawarehouse, Network upgrade, Telephony hosted callcentre, Online Services via Oracle cloud platform, Website Revamp, Tools of Regulations, and finally WhatsApp, Chatbot, and Artificial Intelligence (AI) project**.**

- **Operations Projects:**
  - *Facilities and Construction Projects:*
    - Construction Project: 3rd and 4th Floor Main Building Refurbishment Project
    - Audio-Visual System Replacement
    - Construction Project: Lifts Replacement Project

The following are major project deliverables achieved per project above:

- Project Integration Artefacts including Schedules, Projects Stakeholder Management (Artefacts) , Project Risk Management , Project Communication Management and Reporting added as part of Project Management Plan (PMP) , Organisational Change Management added as part of PMP , Project Financial Management, Project SDLC or Oracle Cloud artefacts, Project Software like SharePoint used as a Technology Infrastructure or eDRMS System for all projected.

Acted as a PMO Manager and/or lead for all projects including:

- Responsible for the definition and maintenance of the standards of project management and process.
- Lead the successful delivery of projects/programs undertaken by HPCSA through effective facilitation, tracking and reporting.
- Oversees the full project management life cycle for the implementation of highly complex, large-scale, strategic, and business initiatives.
- Implementing established policies, system monitors and controls to ensure the successful management and reporting of all corporate initiatives in the program.
- Monitor, measure, and report on project portfolio performance via reporting to multiple levels within the organization
- Assess strengths and deficits of project management processes and standards and makes recommendations for improvement.

Professional Disposition:

- Initiative: Demonstrated independent action and resourcefulness on the job. Performed duties in an acceptable manner with minimal supervision and goes beyond normal call of duty
- Team Work: Displayed Willingness to work with others and offering constructive suggestions
- Reliability: Was Punctual in overall attendance, follow up and able to meet deadlines
- Leadership Skills: Effectively made decisions within scope of assigned position and used resources wisely; influences, supports and motivates staff and colleagues

Achievements	Records Management Two-month Project completed within 1 month of starting the engagement. Organisational Structure BPR project finalised within 3 months of joining after 3 year long delays.
Employer :	agsa (3000 employees) (government department and municipalities are its clients)(millions of citizens)
City/Town:	Pretoria
Date:	June 2021 - 30/03/2024
Position:	Project Manager
Monthly Salary:	On Request
Achievements:	Project deployed, and project recommended to be canned to save on budget.
Duties	Digital Transformation - Lead efforts/initiatives to leverage technology for digital transformation. Identify opportunities to use technology to improve business processes, enhance customer experiences, and drive innovation. For example the Budgeting and Forecasting Tool was using a bespoke Planning and budgeting solution developed and based on Microsoft Excel front-end. Then created digitisation roadmap and project. Microsoft 365 (M365) Upgrade/Migration Project (Project governance around): > Pre-Project and Initiation (Q1). Developed and executed change management activities for a major Microsoft 365 Migration project to ensure stakeholder engagement, communication and training needs are met. Successfully led Microsoft

365 roll out and adoption project(s). Gained strong understanding of Microsoft 365 applications and their integration into business processes.

Drive the successful integration of the Microsoft 365 Migration Project
> Implementation (Q1-Q3) > User training (Q3-Q4) > Close out (Q4)
ITSM (Project governance around): > Implementation (Q1) > User training (Q1) > Close out (Q1)
EDRMS (Project governance around): > Pre-Project and Initiation (Q1) > Procurement approval (Q1-Q2)
M365 Upgrade Project (Project governance around): > Pre-Project and Initiation (Q1) > Implementation (Q1-Q3)
CMS Sprint 7 and MI Validation (Project governance around): > Pre-Project and Initiation (Q2) > Procurement approval (Q2) > Implementation (Q3-Q4)
Budgeting and Forecasting Tool Project (Project governance around): > Pre-Project and Initiation (Q2) > Procurement approval (Q2) > Implementation (Q3-Q4);> User training (Q3-Q4)> Close out (Q4)
ICT PMO Process aligned to Prince 2, SDLC and Agile Methodology: > Final Process and Template Draft documents (Q1-Q2) and EPMO UAT - Power BI Dashboards,and Sharepoint storage folders as repository for project documents
ICT PMO Process tailored to SDLC and Agile Methodology: CT PMO Process alignment to EPMO,EPMO project online UAT Sharepoint storage folders as repository for project documents
ICT PMO Assurance[Audit]: > Support Audit Processes (Q2)
New Perfomance and Talent Management System enhancement (PeopleSoft – ERP – Oracle Suite): > Pre-Project and Initiation (Q1) > Implementation (Q2-Q3) > User training (Q2-Q4)
> Close out (Q4)

Employer :	PPC Africa (3500 employees) (millions of customers)
City/Town:	Sandton, Rosebank and Germiston
Date:	08/22 – 03/23
Position:	Project Manager
Monthly Salary:	On Request
Achievements:	Envisioned a rebaselined a project to close off audits dating back to 2018. Ensured remediation of audits within 3 months.
Duties	**IT Strategy support initiatives** – Develop and implement the overall IT strategy aligned with the organization's business goals. Ensure that technology initiatives support and enhance the overall business strategy such business improvement projects. **ICT PMO Framework implementation**: Develop Agile Framework methodology supported IT Governance through establishing and enforcing IT policies, procedures, and standards. Ensure that IT practices align with regulatory requirements and industry best practices. As well as provide guidance on IT governance to support overall corporate governance. **Readymix**: The Implementation of systems and processes will enable the Orgnisations and the Migration from pastel evolution to SAP ECC to decrease the cost of service, improve service efficiency, reporting and the monitoring of services. By modernizing the Migration from pastel evolution to SAP ECC business processes and systems, this project is also aimed at supporting the orgnisationst's flagship project, the Organisations' services Business Improvement Project (in alignment with PMO). **SAP Customer Experience (CX)** - intelligent customer experience (CX) supports end-to-end processes to helped the company get the most from SAP software. E-commerce: Seized market opportunities and drove profitable growth by delivering innovative and engaging e-commerce experiences. Customer data: Crush revenue and growth targets with customer identity and access management, data privacy, and data management solutions that give the company in-depth customer insights while reducing compliance risks. Marketing: Automated campaigns and executed on a global scale. Customer engagement solutions from SAP helped company identify target audiences, delivered personalized omnichannel experiences, and measured company results. Customer service: Delivered on company brand promise and offered outstanding service across the customer journey. By connecting business-wide service operations, the company could accelerate issue resolution and improve customer satisfaction. Sales automation: Empower sales teams to engage effectively with your customers. The company sales automation software

	streamlined and automated sales processes so that salespeople could focus on building lasting customer relationship. **Zimbabwe USD Functional Currency:** To change the functional currency in SAP from the current ZWL to USD by creating new company codes in SAP and adding ZWL as a second currency to enable dual reporting. SAP provided several ways to perform currency conversion. Currency conversion tables are defined independently of models and were applied to any model createed. The function CURRENCY_CONVERSION performs a currency conversion for the value passed to the formal parameter amount2. The ABAP Core Data Services (CDS) provide the built-in function CURRENCY_CONVERSION to convert different currencies to a common target currency3. Currency conversion was possible into a given target currency unit in data records returned by a data provider, with the exchange rate of a given exchange rate type valid at a given conversion date.
Employer :	MTN (3000 employees) (millions of customers)
City/Town:	Johannesburg
Date:	June 2021 - Date
Position:	Project Manager
Monthly Salary:	On Request
Achievements:	Envisioned a rebaselined a project to close off audits dating back to 2018. Ensured remediation of audits within 3 months.
Duties	**Executive Summary: Managed Complex Projects and Programmes including SDLC type projects (2021)** – Managed Project and Programme governance including initiation (blueprint design), business process analysis, solution design, solution development, solution testing, solution piloting, user training, solution deployment, and post implementation support. – Ensured that the integrated Project Charters, Project Scope, Project Plan, Change log, Issue log, and Risk log, Status Reports, Project Meetings and Project Closure are all in place. – Ensured project governance structures are in place such as Project Steering Committees which included Project Owner, Project Sponsor, and Project Administrator as secretariat. – Ensured effective resourcing structures such as Senior Architect, Business Analysts, System Analyst, Data Analysts, Test Analysts, Subject Matter Experts, Lead Software Developers and Process Analyst. – Ensured Change Management (Training, Infrastructure, Communication, HR and Business Readiness), and – Managed projects budgets measured in hours of the team members. **Different types of agile methodologies exposed to[including agile frameworks developed]:** – **Kanban:** Focuses on day-to-day workflows and processes. The word Kanban is of Japanese origin and its meaning is linked to the concept of "just in time". In practice, the Kanban method is organised on a board or table (Kanban board), divided into columns, showing every flow within the software production project. As the development evolves, the information contained in the table changes, and whenever a new task comes into play, a new "card" is created. – **Scrum:** Brings teams together with a sharp focus and an efficient, collaborative approach to task execution. Scrum is, undoubtedly, the most used of the many frameworks underpinning Agile methodology. Scrum is characterised by cycles or stages of development, known as sprints, and by the maximisation of development time for a software product towards a goal, the Product Goal. This Product Goal is a larger value objective, in which sprints bring the scrum team product a step closer. – **Extreme Programming (XP)**: Emphasizes speed and continuous delivery. This is a typical Agile development framework, developed by Kent Beck, and can be adapted to development companies of various dimensions. Extreme Programming ("XP") methodology is based around the idea of discovering "the simplest thing that will work" without putting too much weight on the long-term product view. It is a methodology that emphasises values such as Communication, Simplicity, Feedback, Courage and Respect, and prioritises customer satisfaction over everything else. This methodology encourages trust by motivating developers to accept changes in customer requirements, even if they arrive during the latter stages of the development cycle. – **Lean Software Development**: Lean development is a methodology that comes directly from Lean Manufacturing, created by Toyota, and applied to software development. This method offers a conceptual framework and follows values, principles and good development practices that can be

applied to an Agile development approach. Lean development forces the team to ruthlessly remove any activity that does not bring ultimate value to the product. There are <u>seven essential principles</u>: deleting things that do not matter (anything that does not bring effective value to the customer project); quality development (creating quality in development requires discipline and control of the number of residuals created); creating knowledge (the team is motivated to document the whole infrastructure to later retain that value); differing commitments (this point encourages the team not to focus too much on planning and anticipating ideas without having a complete prior understanding of the requirements of the business); fast delivery (getting value to the customer as soon as possible); respecting the team (communication and managing conflicts are two essential points); optimise the whole (the development sequence has to be perfected enough to be able to delete errors in the code, in order to create a flow of true value). Works on building simple solutions and presenting them to customers using their feedback on the "product" to incrementally enhance it. The "minimum viable product" concept is also often associated with "Lean".

- **Crystal:** This is a family of Agile methodologies, and Crystal is one of the most flexible frameworks, giving tremendous <u>freedom to the team to develop their own processes</u>. It focuses way more on individuals and how they interact rather than on the process or the tools – so communication is an essential key aspect. Crystal has variants such as Crystal Clear (up to an 8-person team), Crystal Yellow (up to a 10 to 20-person team), Crystal Orange (up to a 20 to 50-person team) and Crystal Red (for big teams with 50 to 1000 people). <u>Crystal focuses on principles such as People, Interactions, Community, Skills, Talent and Communication</u>, aiming to deliver the best possible software development process. The core of this development process is interaction and symbiosis, which have to exist between the people allocated to the projects and processes in order to bring efficiency to the project.Each project is unique and undergoes frequent changes, so the team must find their own ways to bring it to its conclusion using the best decisions.

- **Feature-driven Development (FDD)**: Feature Driven Development (FDD) is an agile framework that, as its name suggests, organizes software development around making progress on features. Features in the FDD context, though, are not necessarily product features in the commonly understood sense. They are, rather, more akin to user stories in Scrum. In other words, "complete the login process" might be considered a feature in the Feature Driven Development (FDD) methodology. FDD was designed to follow a five-step development process, built largely around discrete "feature" projects. <u>That project lifecycle looks like this:</u>
    - Develop an overall model
    - Build a features list
    - Plan by feature
    - Design by feature
    - Build by feature

- **Dynamic Systems Development Method (DSDM):** DSDM provides project governance and scaling around XP or RAD approaches. <u>It has three main phases</u> called pre-project, project, and post-project and includes defined formal stages within the project phase. Fitness for Business Purpose is the primary criterion for delivery and acceptance of a system and MoSCoW is used for prioritization.

- **Frameworks for Scaling Agile**:
    - **Nexus**: <u>The Nexus framework is also based on Scrum</u> but is more lightweight than SAFe, requiring only small adjustments that facilitate <u>collaboration among three to nine teams</u>. Implementing Nexus does not require any additional roles. Rather, one representative from each team joins a central integration team that aligns work toward a single goal. Similar to Scrum, all teams come together for a sprint planning session, the results of which form the shared product backlog. To check progress, each team holds a daily meeting akin to a stand-up, and the integration team also meets to report their team's progress. During a sprint, teams participate in a refinement session to prioritize and estimate the backlog. Because the complexity of backlog management rises with the number of teams, Nexus mandates refinement sessions. Teams convene for reviews and retrospectives following each sprint.
    - **Large-Scale Scrum (LeSS):** <u>LeSS is almost identical to Nexus</u>, but it has minor differences, such as naming conventions and additional, team-specific sprint planning sessions. It also differs in its ability to be extended with its second configuration, LeSS Huge, which supports the collaboration of more than eight teams. <u>LeSS Huge takes a customer-centric approach</u> to organizing development. To effectively manage work, <u>it requires the product owner to split the high-level product backlog into smaller "area backlogs"</u> of more granular items and <u>then sorts</u>

them further—into requirement areas. These requirement areas are managed by area product owners (APOs). APOs specialize in the fields related to each area and work with several teams on solutions for their area. Each requirement stored in the backlog belongs only to one requirement area, and each area is managed by just one APO. Together, the product owner and APOs form a team responsible for prioritizing with a productwide view

- **Scaled Agile Framework (SAFe):** <u>SAFe is the most popular framework for Agile scaling. A 2021 survey found that 37% of Agile practitioners use it</u>, largely owing to its multiple configurations, all of which focus on value streams and have well-defined guides and procedures. Because <u>SAFe is used to deliver complex solutions that require more than 50 people</u>, it organizes teams into agile release trains (ARTs). To synchronize the teams in an ART, <u>SAFe uses program increment iterations</u>—similar to Scrum sprints—and <u>each iteration typically lasts eight to 12 weeks</u>. This approach allows product managers to stay focused on the overall goals and oversee a complex product roadmap efficiently without introducing excessive changes.

- **Disciplined Agile (DA):** <u>Disciplined Agile (DA) is an agnostic, hybrid tool kit that harnesses hundreds of Agile, Lean, and traditional strategies</u> to guide you to the best way of working (WoW) for your team or organization. <u>DA is context sensitive; rather than prescribing a collection of "best practices,"</u> it teaches you how to choose and later evolve a fit-for-purpose WoW that is best for you given the situation you face. <u>The DA tool kit provides straightforward guidance to help organizations streamline their processes in a context-sensitive manner, providing a solid foundation for business agility</u>. It does this by showing how the various business functions such as Finance, Portfolio Management, Solution Delivery (software development), IT Operations, Enterprise Architecture, Vendor Management and many others work together. DA also describes what these business functions should address, provides a range of options for doing so, and describes the trade-offs associated with each option.

- These frameworks offer structures, practices, roles, and principles that organizations can adopt to successfully scale3.

Programme Delivery & Management duties, included the following achievements:
- Drove end to end delivery of the assigned programmes and/or portfolio of projects through a robust project planning and reporting to ensure that overdue items are brought back in line or with renegotiated delivery timelines.
- Formulated business case in terms of the product value proposition, with follow through to benefits realisation.
- Studied all aspects of the defined business strategy to ensure that there is clarity on the requirements of identified strategic initiatives and a high degree of alignment.
- Drive end to end delivery of the assigned project through a robust project planning and reporting and all project
- Understood high level conceptual input into the business design of the area where the initiatives under management will impact business design.
- Coordinated a multiple projects (and/or streams) and their interdependencies in pursuit of the desired goals by providing leadership, influencing and directing the transition.
- Ensured that required steering committee reporting is done.
- Provided high level conceptual input into the business design of the area where the initiatives under management will impact business design.
- Ensured end-to-end enablement of the project smooth transition of the programme to business as usual by ensuring embedment acidities are conducted and finalised
- Achieved the programme objectives within the given cost and schedule constraints and with the allocated resources.
- Ensured successful integration of the solution into the business through appropriate organisational change management interventions.
- Reported programme status to senior management and sponsor on a regular basis
- Ensured that Contingency planning and exception handling occurred as and when required.
- Ensured management of user involvement with the Project teams, e.g. ensured availability.
- Produced and maintained all Project Control Documents as required by the Programme Management Office Processes.
- Ensured quality assurance of all programme work products.

	- Ensured configuration Management of all relevant programme work products. - Ensured that benefits defined in business cases are realised and that potential shortfalls or changes in the environment are highlighted to steering committees. Make recommendations to realign programmes or stop them if it becomes apparent that intended benefits will not be realised. - Participated in the funding negotiations for each of the initiatives under management. Ensured that separate cost centres and systems reference numbers are allocated and that all costs for the programmes are accounted for. - Approved project expenses within budget and up to the assigned limit. Escalate other items to the project sponsors. Recommended project expenses for approval within budget and up to the assigned limit. Escalate other items through to the project sponsors using business case as a motivation. **Accountability: Project Governance duties, included the following achievements:** - Defined and managed Project Governance. - Ensured that all programmes and initiatives undertaken by the area conform to the Group's change methodology and review programme documentation/evidence for each component prior to requesting quality assurance reviews on the work completed. Ensured that findings raised on quality assurance are addressed. - Actioned and drove a culture of proactive compliance in the function. - Conducted root cause analysis, design and implement mitigation plans to ensure the function/divisional group is prepared for future disruption in production. - Ensured the development of programme update reports according to the frequencies determined by the key stakeholders for each programme. Review reports prepared for key initiatives and write the executive summaries for those programmes based on the key risks, issues and milestones. Present the reports to the programme steering committees. - Ensured that all risks and issues are properly logged, classified and escalated as required. - Reviewed project risk logs to identify high impact high probability items and work with team leaders to ensure that adequate risk mitigation and risk acceptance takes place. - Ensured that the team maintains an adequate log of programme activities and report items to group change where required. - Reviewed the work prepared or executed by members of the project teams to ensure adequate quality and completeness.

Employer 1:	Sentech (500 employees) (few major public entities and hundreds of thousands of DTT customers)
City/Town:	Roodepoort
Date:	January 2021 – May 2021
Position:	Project Manager
Monthly Salary:	On Request
Achievements:	Managed 43 installers, in 36 towns (or 8 installers per town) and multiple batches of work
Duties	• Provided the client with project plan for the BDM STB (decoder) and inform the client of any material changes to the plan • Receive client direction on the sequence of the regional roll out plan which was coordinated with the analogue switch off plan including managing getting approvals for any deviations. • Involved in the appointment and management of local installers and create operation model to ensure the successful completion of the project within the timelines and in compliance with all legislative prescripts • Ensured that all local installers are trained and accredited in areas to operate in and escalated those that have insufficient installation capacity • Ensured that all local installers are tax compliant, registered on CSD database of national treasury, produce tax clearance as proof of VAT registration, and ensured that the installers are appointed on a rotational basis to provide equal distributions of the installations where feasible. • Managed the quality assurance of all installations in line with agreed upon revised protocols (QA protocols) within the agreed renumeration structure • Ensured that all installation executed by installers are compliant with all environmental and occupational health and safety legislations

- Ensured that a functional call centre is always established and maintained within the allocated budget for the duration of the project. This enabled quality assurance protocols and post installation support to manage beneficiary queries. Included calls logged report to the bimonthly reports submitted to the client,
- Ensured that the call centre deals with any queries pre-installation, troubleshooting post installation and activations of the installed DTH decoders,
- Informed the client in writing of the satisfactorily completion of the installation and payment to the local installer
- Notified the installer through a job card for the execution of the installation taking into consideration the clustering of installations and the capacity of the installers
- Ensured that the appointed local installers collects allocated STB and related accessories from the dedicated warehousing company and/or its local outlet at its own cost
- Ensured that the local installer installs the correct allocated STB or decoder and related accessories to the correct beneficiary concerned at the correct address. Anything to the contrary the installer was advised to rectify the installation at the installers costs and verified by following the QA protocols
- Ensured that losses are managed stringently,
- Motivated for the client to be Reimbursed for any STB and related accessories that are not accounted for
- Ensured payment of of the local installers upon the completion of successful installations as confirmed by the quality assurance processes
- Provided
  - a weekly high level dashboard reports to the client which included: 1) installers allocated per area; 2) issued STB and antennae or satellite dish; 3) successful installations quality checked and payments to installers and
  - monthly reports 1) number of STBs and related accessories issued; 2) number of STBs and related accessories installed 3) serial numbers and their corresponding beneficiaries
- Provided the client with bi-monthly certification reports of quality assurance with all certified STBs installed and 10% sample of the physical inspections of the installed base.
- Provide post installation support including: 1) monitored the correct functioning of the STBs and related accessories within 3 months of installation 2) ensured installers attended any queries at cost to the installers (installer warranty of maximum 3 months) 3) used an established call centre to assist with activations and/or repairs for malfunctioning STBs 4) assisted the installers to resolve and rectify poor installations
- Facilitated and managed the installations of client registered beneficiaries for the 860 000 STBs and related accessories in compliance with the financial year end of the client including 1) 250 000 STBs and related accessories being installed and activated within 5 months. 2) 260 000 STBs and related accessories being installed and activated within 8 months 3) 350 000 STBs and related accessories being installed and activated within 12 months.
- As a Project Manager chaired the Project Management Committee meetings
- Reconciled the payments to Sentech on a format agreed upon on weekly basis and rectified any discrepancies
- Rectified any breach that may have been as a result of Sentech's fault at the limit of the contract value

Employer 1:	BP subsidiary – Masana (70 employees) (few major oil and petrochemicals consuming clients)
City/Town:	Rosebank
Date:	November 2019 – November 2020
Position:	Technical ICT Project Lead
Monthly Salary:	On Request
Achievements:	Managed the successful implementation of the following Technical ICT Projects:
Duties:	▪ **Support of multiple cross location, multi-disciplined teams delivering technical solutions across a variety of platforms. Including IT PMO unit setup and alignment to Capital Value Process (CVP)** ▪ SAP Business One integration to OneNetwork solution ▪ Business Continuity Plan (incl, IT Disaster Recovery (DR) plan, policy and processes)

- Cybersecurity Remediation Project (incl. NIST Framework) by providing Masana with a detailed look at their cybersecurity infrastructure and help them establish processes to reduce risk including:
    - IT Cloud Security understanding
    - **Network and Infrastructure Security**:
        - Advanced Threat Protection, NAC, SDN, DDOS Protection, DNS Security, Network Firewall VM, Deception, Network Analysis and Forensics
    - **Web Security** – Forward Proxies
    - **EndPoint Security**:
        - EndPoint Prevention and EndPoint EDR
    - **Data Security:**
        - Encryption, DLP O365, Data Privacy, Data Centric Security – Data Access Management
    - **Risk and Compliance**:
        - Risk assessment and visibility, Security ratings, Pen testing and breach simulation
        - GRC, Security awareness and training
    - **Security OPS and Incident Response**:
        - SIEM, Security Incident Response, Security Analytics, SOAR
    - **Identity and Access Management**:
        - Authentication, Azure Rights Management, IDaaS, Privileged Management , Identity Governance, Consumer Identity
    - **Technology – Microsoft**:
        - Azure ATP ,Azure DDOS, Microsoft Defender Advanced Threat Protection, Azure Information Protection, Microsoft Azure Security Score , Microsoft MFA, Microsoft MIM, Microsoft CASB
- The Cybersecurity Assessment will helped Masana identify areas of potential risk with the cybersecurity programs. The end result of the assessment provided Masana with a comprehensive look at their cybersecurity infrastructure, including current software deployment and usage, and deliver key insights to help them establish the right processes for cyber-risk reduction in the cloud.
    - ❖ Perimeter security - involves Perimeter firewall, Perimeter IDS/IPS, Secure DMZ, Message Security (anti-virus and anti malware),
    - ❖ Honeypot, DLP, DHS Einstein.
    - ❖ Network Security - Enclave Data centre firiewall, Enterprise IDS/IPS, Inline Patching, Web Proxy Content Filtering, NAC,
    - ❖ Enterprise Message Security, Enteprise Wireless Security, Enterprise Remote Access, DLP
    - ❖ Endoint Security - Desktop Firewall, Host IDS.IPS, Content Security(anti-virus and anti malware), Endpoint Security Enforcement,
    - ❖ FDCC Compliance, Patch Management, DLP.
    - ❖ Application Security - Statis App Tooling/Code Review, Dynamic App Testing, WAF, Database Monitoring/Scanning,
    - ❖ Database Secure Gateway(Shield)
    - ❖ Data Security - PKI, DAR/DMDU Protection, Data Wiping Cleansing, Identity Access Management, Enterorise Right Management,
    - ❖ Data Classification, Data Integrity Monitoring, Data/Drive Encryption, DLP.
    - ❖ Prevention - IT Security Governance, Seurity Policies and Compliance, Security Architecture and Design, Continous C&A.
    - ❖ Policy Management - Cyber Threat Intelligence, Threat monitoring, Penetration Testing, Vulnerability Assessment,
    - ❖ Risk Management, Security Awareness Training.
    - ❖ Monitoring & Response: SOC/NOC Moniroting (24/7),
    - ❖ Incident Reporting, Detection, Response (CIRT), Security Dashboard
    - ❖ Security SLA/SLO Reporting
    - ❖ Operations: SIEM, Esclaion Management, Focused Ops, Contonues Moniroting and Assessment

❖ Situaltional Awareness, Digital Forensics.

- Firewall assessment remediation project
- SAP 4 Hana – programme monitoring
- SAP Business ONE (SAP B1)
- Logistics Control Tower (LCT) – OneNetwork Solution implementation
- Managed ICT Services Procurement Project
- MS Azure /AWS/Google/Huawei cloud business cases and roadmap
- Server Hardware Upgrade business case
- **Onboarding, termination and DR process and procedure** design, development, and implementation
- **IT Policies, Processes and Procedures review programme**: Patch management policy, AD management policies, firewall rules policies, vulnerability remediation process, remote access control policy, inactive user detective control policy, updated password policy, plugins management policy, segregation of duties, & backup archiving policy.
- **Managed Procurements Projects** including Request for information, Request for quotation and onboarding successful suppliers. Project managed the supplier services provisioning if temporary. ICT Manged Services, SAP Hana Hosting services, and other ICT security projects.
- Managed Cloud procurements services such as learning how to run Microsoft solutions on AWS, hear about key innovations, learn how to optimise licensing, and learn how to reduce end-of-support risk for Windows Server 2008 and SQL Server 2008. Come hear how leveraging these services for Microsoft on AWS can help you free up time to focus on transforming your workloads.
- **Acquired Cloud Architecting Skills: Accelerated innovation with hybrid capabilities and infrastructures**: Learnt how businesses such as Masana can seek to create hybrid architectures that allow them to integrate their on-premises and cloud workloads using a common set of cloud services and tools across both environments. Learnt about AWS hybrid cloud services and the hybrid architectures that you can build.
- **Acquired Cloud Architecting Skills: Leaned that it's now easier than ever to grow your compute capacity and enable new types of cloud computing applications while maintaining the lowest TCO**. Achieved this by considering blending Amazon EC2 Spot, On-Demand, and Reserved Instance purchase models. Learnt how to use the power of Amazon EC2 with other AWS services and features to programmatically optimize costs while maintaining high performance and availability—all without breaking a sweat.
- **Acquired Cloud Architecting Skills: Learnt to introduce operational excellence**: Once a system is designed, implemented, and tested, we encountered two of the hardest aspects in its lifecycle: bringing it to life and sustaining it in operations. We focused on the three interconnecting elements that enable you to successfully operate the technology we've built: culture, tools, and processes.
- **Acquired Cloud Architecting Skills: Migrated enterprise applications to the cloud**: Businesses like Masana depends on enterprise applications, and these enterprise workloads, such as SAP, high performance computing, and machine learning, are migrating to the cloud and taking advantage of its benefits. More of these workloads run on AWS than any other cloud. Discovered why this is the case, and learnt the best practices we have developed while migrating those workloads to AWS across enterprises of all sizes.

Participated/Supported in the ERP SAP S4 Hana and Cloud Hosting projects using Accelerated SAP Methodology (ASAP):
PREPARE
- Initial planning and preparation for the project. In this phase the Programme is started, plans are finalised, the project team is assigned, and a work schedule is prepared.

EXPLORE
Fit/gap analysis against best practice template to confirm solution functionality and that business requirements can be met.

REALISE
- Building and testing integrated business and system environment, loading data, undertaking adoption
activities and planning operations.

	DEPLOY
	▪ Setting up production system, loading data, training users and confirming technical and organisational readiness. POST GO-LIVE SUPPORT ▪ The system went live and the team provides project-based support before transitioning into "business as usual".
Employer 1:	ABSA (40 000 employees) (as of 2016 8.8 million customers)
City/Town:	Johannesburg
Date:	June 2018 to Jun 2019
Position:	Specialist: Strategic Projects and Programmes
Monthly Salary:	On Request
Achievements:	**Project A**: <u>Digital, Virtual or online services fraud prevention programme</u> ● Led a struggling amber project and made it green in three months. ● Led a JIRA implementation project (rollout and embedment). ● Led IBM smarter counter fraud project. This entailed an IBM Trusteer (IBM Cloud Services) implementation. ● Ensured alignment to FATF 16 Programme, increase transparency and enable countries to successfully take action against illicit use of their financial system. ● Incorporated ISO 20022 Programme in order to provide richer and higher quality data which meant much more detailed information about the payment is available. ● Utilised Agile and/or DevOps when implementing the solution. **Project B**: <u>Regulatory (Data Privacy) Programme implementation across RBB</u> ● Took over a multifaceted project without direction. ● Put project strategy and plan incl. structures, system and accountability by adding work stream leads. ● Within two weeks of joining, a contract with the supplier signed within 2 weeks by mere resolving scope creep issues that were costed for by suggestion that these be internalised in the business.
Reasons for Leaving:	Barclays Plc decided to materially sell down its African interests which resulted in the current role becoming redundant. I view this as a great opportunity to utilise my experience and skills gained in the financial services industry in my next career challenge.
Duties:	

Job Purpose:
To manage the successful end-to-end delivery, coordination and implementation of a portfolio of projects and activities that together achieve the outcome and realised benefits that are of strategic importance.

Overview of my Duties:

Assist the bank with multiple (Regulatory Risk) Transformation Projects. This role was in the Transformation Office and Change Management division, focusing on Compliance and Regulatory Risk division which delivers projects across regulatory and risk, Strategic Change, Information Technology, Core Platforms and Digital (Omni or virtual) as well as owning the Business Architecture and Target Operating Model Design.

To manage successful end to end delivery and execution of programme and/or project portfolio within the change framework, ensuring business partnership and product enablement through strategic programmes.

Accountability: People Management duties, included the following achievements:
- Facilitated, supported and guided the delivery and achievement of business team results.
- Provided leadership and coaching to ensure that all colleagues are aligned to the goals and culture of RBB
- Rigorously discharged all group hr policies (including performance development, equality and diversity, disciplinary & grievance) in respect of line managed staff
- Managed and developed performance through the ongoing implementation of the performance development process within transformation and change and review alignment between performance ratings and business results
- Ensured and maintained a succession plan for the key roles and review or approve succession plans in the operating environment

- Managed the recruitment process with the resourcing team resolving issues and tracking overall progress of hiring activity
- Participated in coaching and mentoring activities, particularly for candidates in the graduate programme and for identified talent development within the business
- Actively managed the workplace environmental elements and their impact on staff motivation, retention as well as health and safety
- Managed consistently poor performers

Accountability: business management duties, included the following achievements:
- Coordinated the efforts of the different teams under management to ensure minimal duplication of efforts, maximum efficiency and to maximise value for money.
- Recommended re-allocation of resources between different areas e.g. Headcount or budgets within overall approved resources for programmes.
- Contributed to the development of business unit strategy for the next 2-3 years by providing a view on potential improvements for products or services and an assessment of the existing situation and anticipated changes in the external environment.
- Monitored programme budgets including signing off of invoices and quotes within mandate.
- Investigated effectiveness of processes and systems in use in the department and make alterations where required while ensuring adherence to group programme, system custodian and management governance requirements.
- Monitored benchmark productivity of the department against group and industry standards and create measures to improve productivity
- Managed and ensured expenses (approved) within the cost and financial framework.
- Planned the resource requirements for the programme (including people, capex, opex, systems and strategic investment), negotiate and secure its allocation to the business unit and ensure delivery based on the promised business results.
- Signed off capital expenditure within mandate above the limits of the general managers in the business unit.
- Understood and enabled business unit strategy into meaningful relevant business targets and articulate focus areas for the business unit under management. Ensure that the focus areas are disseminated to all levels in the business unit.
- Ensured solutions are delivered and implemented according to original design, allowing for tactical changes according to longer term strategic plans
- Ensured that projects are delivered and comply with change framework rules and policies.
- Ensured that the defined engagement model and business rules are implemented and adhered to in the area of responsibility and create corrective actions where required.
- Driven a culture of proactive compliance in the programme.
- Completed attestations to testify to the adequacy of controls on request review audit logs to ensure adequate attention is given to closure within the agreed timelines.
- Fulfilled end-to-end financial management including ROI prescribed in the approved business case.

Accountability: Relationship and Stakeholder Management duties, included the following achievements:
- As required, actively promote the collaborative engagement of internal and external stakeholders of suppliers, projects and RBB entities. Liaised and engaged with various internal Stakeholders to secure their respective support in the implementation of transformation strategies and also ensuring capacity exists to implement the change.
- Reviewed and reported on transformation performance and trends to the respective Exco as well as other stakeholders.
- Built strong relationships with both internal and external stakeholders managed and influenced wider team individuals to deliver transformation programme and keep to the agreed timelines and commitments.
- Ensured impeccable and timeous service levels maintained and developed awareness of remediation management requirements, issues and changes across South Africa and Africa.
- Interacted with executive management to appraise them of developments and progress in implementing transformation frameworks, processes and standards.
- Created a work environment whereby self, team managers and team members were encouraged to challenge the status quo by initiating constructive debates about work practices and areas for improvement and implement action plans arising from such ideas that tangibly Improve work processes, productivity and reduce cost to serve.

EMPLOYMENT HISTORY:

Employer 1: Contracted to DOJCD (25 000 employees) (serving about 55 million potential citizens)

Name: Sipho Tšhego   Email: MOBILE PHONE:

CELLCNEW:

City/Town:	Pretoria
Date:	April 2018 to May 2018
Position:	Appointed as an Acting Head for ICT Regional Support Services, ICT strategy, performance, and ICT Governance
Monthly Salary:	On Request
Achievements:	Met or Exceeded Performance targets six years in a row Project Awards SAP implementation project and improved Service Delivery. Promoted to an Acting Head for ICT Regional Support Services before my sudden and unanticipated resignation
Reasons for leaving:	Based on performance in PROJECTS, the Head of ICT approached me to head up the key ICT sub-divisions namely Regional Support Services, ICT strategy, performance, and ICT Governance which represented a major promotion opportunities including a seat on the ICT Divisions Exco.
Duties:	

Appointed as an Acting Head for ICT Regional Support Services: April – June 2017

Management of staff duties, included the following achievements::
- Managed high performing direct reports (4 junior managers or specialists, 1 operational specialists and 1 PA)
- Managed high performing Indirect reports (3 per province or 18 IT Coordinators)

Managed Service Providers duties, included the following achievements::
- Managed high performing Service delivery team onsite(support) and other offsite (project management)

Financial and Cost Management duties, included the following achievements::
- Managed Opex Budget of R100million over 12 months
- Managed Capex budget of R1.5 billion over a three year period
- Managed Perform IT unit budget plans (Financial and Cost Management)
- Managed Formulating IT operational and tactical plans.

Managed Remote Court Facilities (e.g. IT) support spread country wide duties, included the following achievements::
- Managed Support physical site landscape is 500 fixed courts throughout South Africa
- Managing specialised sites (special courts) through effective coordination of IT Coordinators duties

Put Processes for Governance of Enterprise ICT duties, included the following achievements::
- Directed and monitored governance, benefit delivery and resource optimisation for the benefit of stakeholder needs aligned to COBIT 5 framework.

Enabled IT services management across duties, included the following achievements::
- Managed Services strategy, service design, service transition, service operation and continuous service improvement also aligned to ITIL process framework.

Experience in digitization processes and road mapping duties, included the following achievements::
- Managed HR processes such as recruitment, leave and invoice training, Web channel and Mobile channel.
- Management information reporting tools (Exco Dashboard or key decisions tracking tool)

Improved the business operations duties, included the following achievements::
- Optimised and modernised the business/divisional operations through leading turnaround projects
- Led the senior business analysts in business requirement elicitation and analysis
- Managed stakeholder's expectations and relationships.
- Managed the Test analysts and Testers in quality assurance processes for new business systems to support the modernization of the justice services.
- Managed improvement of implemented solutions through scope change management.
- Led business readiness programmes such as legislation/regulation, training, communication, change management and infrastructure

Appointed as an Acting Head for ICT Governance. August 2012 - March 2013

Managed the implementation of Corporate Governance of ICT within DOJCD duties, included the following achievements::
- This project is another highlight of my career so far in that the outcome of it is adopted as a government-wide standard (http://www.dpsa.gov.za/dpsa2g/psictm_documents.asp)
- Initiated and panned the project such project vision, goals and implementation plan
- Managed project execution i.e. the delivery of the project products such as the ICT Governance

framework and charter , ICT Portfolio Management, ICT Management Framework and IT governance improvement roadmap
‒   Coordinated the implementation of sub-products of the project such as the ICT Audits, ICT Compliance, ICT Security, ICT Policies, ICT processes/procedures and ICT Risk activities (Auditor General, Internal Audit, etc.)as well as IT DR policy , strategy and plan formulation and implementation
‒   Monitored and Controlled the project using change control processes, risk management, issue management
‒   Closed the project using project lessons learnt template and handover checklist

Vendors , Suppliers and third parties management duties, included the following achievements::
‒   Managed procurement processes from Specifications Standards (where applicable); Appointment of Specifications Committee and Evaluation Committee; Specifications / Terms of Reference / SITA Business Case; RFQ or Tender Document; Responses (recommended bidder); SITA Recommendation (If applicable); Evaluation Outcome (DoJCD); Letter of award; Service Agreement and/or Service Level Agreement (if applicable); Draft Manual Requisition; Purchase Orders issuing; Invoices (including CPA Packs); and Payment Stubs.
‒   Managed supplier representatives and contractors/Consultants during negotiations. Managed deliverables from Vendor/Supplier and other organizational delivery entities. Managed SLA performance
‒   Managed Maintenance and Support to ensure success and stable roll out of projects and handover to BAU by way of managing internal stakeholders and internal customers.

Appointed as an Acting Head for ICT Strategy panning, monitoring, and performance. August 2012 - March 2013
ICT unit strategy, performance and evaluation coordination duties, included the following achievements::
‒   Contributed to the development and implementation ICT Strategy and ICT Plans, Coordinated the ICT units Annual plans, ICT operational or tactical plan and provided input into   long term strategies.
‒   Coordinated ICT unit performance monitoring and evaluation including ICT unit's portfolio of projects performance. This was done by providing evidence or supporting documents to auditors, performance evaluation division, during formal reviews.
‒   Ensure compliance to business division's, company and industry wide data policies, legislation, regulation, quality, security, and privacy. Collaborated with information office (data governance unit), to improve data quality.

Employer 1:	Contracted to DOJCD (25 000 employees) (serving about 55 million potential citizens)
City/Town:	Pretoria
Date:	June 2012 to May 2018
Position:	Senior Manager: Strategic Projects
Monthly Salary:	On Request
Achievements:	Met or Exceeded Performance targets three years in a row Project Awards (SAP implementation project) Promoted to an Acting Head for ICT Regional Support Services
Reasons for leaving:	Explore career prospects in the private sector.
Duties:	

The Following is a timeline of all projects and programmes which I led successfully:

Internal Productivity and Efficiency projects) improvement initiative: (2012/13)
‒   **Solution purpose**: Managed the end to end implementation of the following business or service improvements which included administrative processes such as HR performance contracts, reviews and final assessments, Financial asset disclosures (eDisclosures), Technology hardware sourcing, Grievance management process, Misconduct Management process, and Finally defined the future roadmaps for administration functions such as incl. administration of leave, the adoption of electronic signatures by using the signature pads, and administration of paying suppliers by way of an invoice tracking technology.

‒   **Solution Designed entailed the following improved business process:** AMS systems (PMDS, Financial disclosure, Technology hardware sourcing, Grievance management process, eDisclosures (Financial Assets), Misconduct Management process), and including road mapping invoice tracking, leave tracking and signature pads.

- **Solution Delivery**:   Defined the project initiation and planning in terms of outlining the vision, goals and outputs; Managed execution of the project by descoping some deliverables, managing issues and risks; <u>Managing the SDLC workstream</u> for the solution delivery; <u>Managing other workstreams</u> such as internal integrations (AD, Co-sign, Kofax and Meridio) involving the design, development, testing and piloting of APIs. Finally <u>managing other workstreams</u> such as external integrations (i.e. SITA, etc.) involving the design, development and testing, and piloting.

- **Achievements**:
  - ○ Completed a ERP or SAP programme strategy and plan (e.g. conceptual design) that foresaw or resulted in an:
    - ▪ Improved correctly referenced and allocated funds by 100%;
    - ▪ Improved re-referencing of backlog funds (which were previously unallocated) increased by 15%
    - ▪ Improved funds age analysis (length of time) in the unpaid to their destination entity or person
    - ▪ Improved funds outcomes e.g. funds not paid out or over by 13%
    - ▪ Improved funds that were lost due to incorrect allocation or irregularly spent (paid out)

ERP or SAP initiative: (2014/15)
- **Solution purpose:** The SAP programme is meant to improve the efficient and effective fund management processes including the receipt of payments from individuals and/or entities, the processing of pay outs and pay overs, finally the correct classifications of funds seating in the revenue account.

- **Solution Designed entailed the following improved business process/architecture:** ERP or SAP Programme to improve the management of TPF services (Financial/Accounting Management system) which was also referred to as MojaPay (SAP Implementation). IT application development (SDLC, Agile, SAP Methodology). Strong experience in managing digital transformation programmes in large organisation (24 000 user base) and potential millions of customers (citizens) i.e. e-businesses such as G2G, G2B, G2C or B2B, B2C

- **Solution Delivery:** Led a programme to make business improvement or services turnaround for state attorney services such as debt collection, litigation, and etc. Led a programme to make a business improvement or service turnaround for third party funds such as court fines, AOG (traffic) fines, maintenance monies, and etc. Adopted an SAP ERP as the underlying technology layer which had a Budget of 140 000 000 plus R25 000 000 for licences, Managed a SAP ERP project using ASAP Methodology and SAP implementation, Managed a SAP ERP project including modules such as SAP Financials (FI), SAP Public Sector Collections and Disbursements (P and C&D), SAP Tax Revenue Management (TRM), and SAP Customer Relationship Management (CRM), The SAP ERP user base was 2500 (if opened up to the public – the portal could have taken 250000 clients), Finally Managed other delivery of other project products i.e. BI, MS SQL, ETL, Data Migration, Data Architecture and Data Warehouse. Solution Outcomes: Enterprise Resource Planning implementation completed included components such as SAP CRM, SAP FI, and SAP PS-CD, Master Data, BI, MS SQL, ETL.

- **Achievements**:
  - ○ Completed a ERP or SAP programme strategy and plan (e.g. conceptual design) that foresaw or resulted in in benefits such as:
    - ▪ Improved correctly referenced and allocated funds by 100%;
    - ▪ Improved re-referencing of backlog funds (which were previously unallocated) increased by 7%
    - ▪ Improved funds age analysis (length of time) in the unpaid to their destination entity or person
    - ▪ Improved funds outcomes e.g. funds not paid out or over by 4%
    - ▪ Improved funds that were lost due to incorrect allocation or irregularly spent (paid out)
    - ▪ Improved major audit finding of 250 million by reducing it through improvement payment processes
    - ▪ Improved fraud management through implementation of electronic controls to prevent fraudulent activities.

Data Migration, Data Architecture and Data Warehouse initiative: (2015/16)
- **Solution purpose:** The Data Migration into SAP is meant to improve the efficient and effective fund migration processes including the extraction of old information, transformation of that extracted information from the legacy system4, and to loading of the cleansed data into SAP. Data analysis is the process used in identifying, cleaning, transforming, and

modeling data to discover meaningful and useful information. Ɒata analysis focusesdon the tasks of cleaning, modeling, and visualizing data. drive.google.com

- **Solution Delivery:** Initiated and planned the project: Design & drive an all-new innovative data governance & management Framework & Strategy. Had a Budget of 5 000 000 plus Rx 000 000 for MS licences. This covered areas such as Data Quality, Integrity, Modelling, Metadata, Content Management as well as Knowledge Management, Managed data migration execution: Conducted enhancements to Data Stores such as Meridio and SharePoint, Managed the preparation/cleansing of all incentive data for migration into the SAP system, Liaised with all audit functions to obtain the required approvals for data cleansing and migration, Managed all resources towards the delivery of cleansed data, Ran workshops, understand the data architecture, Identified tools for data migration, Performed a QA role of code and approval, Worked closely with 3rd parties and Deployment Managers, Set document standards and migration approach and business rules, Coordinated Data Migration activities, Accountable for Business Object Data Services (BODS) and Information Steward data migration (DM) Toolset, Performed the Extract Transform and Load (ETL) of numerous legacy systems to the SAP Template making use of Legacy System Migration Workbench (LSMW), Designed DM agenda and collateral for DM kick-off sessions, DM preparation workshops and data cleansing workshops, Compiled data migration & integration strategies and technical specifications, Designed data migration project plan together with cutover plans encompassing multiple cycle (mock) data loads through to production go-live.C

   - **Achievements**:
     - Completed a programme strategy and plan (e.g. conceptual design) that foresaw or resulted in in benefits such as:
       - Improved correctly matching of cases with the associated funds by 100%;
       - Improved re-referencing of backlog funds (which were previously unallocated) and made ready to for migration to live SAP system
       - Improved funds length of time where funds are unpaid to their destination entity or person (e.g. vulnerable groups like maintenance recipients such as children's)
       - Improved fund migration outcomes e.g. funds received by SAP increased by 13%
       - Improved audit outcomes (e.g. funds irregularly spends due to wrong paid outs.
       - Improved fraud management through implementation of electronic controls to prevent fraudulent activities.

Court Case Scheduling service improvement initiative: (2015/16)

- **Solution purpose:** The court case management project started with an improvement of the court case scheduling. It is meant to improve court case management processes including the display of all active and scheduled cases on Computers and Laptops (Calendars of Magistrates, Prosecutors and Lawyers). Had a Budget of 3 000 000 plus Rx 000 000 for MS licences.

- **Solution Designed entailed the following improved court case processing:** Case receipt from NPA, Case allocation to Magistrate, Case sitting by Magistrate, Case Trial, Case finalisation at court, Case Outcome and Case reporting. This included the development of integration points with internal and external entities.

- **Solution Delivery:** Defined the project initiation and planning in terms of outlining the vision, goals and outputs; Managed execution of the project by descoping some deliverables, managing issues and risks; Managing the SDLC workstream for the Court Case Scheduler solution delivery; Managing other workstreams such as internal integrations (AD, Co-sign, Kofax and Meridio) involving the design, development, testing and piloting of APIs. Finally managing other workstreams such as external integrations (i.e. OCJ, DHA, DCS, NPA, DoS, etc.) involving the design, development and testing, and piloting.

   - **Achievements**:
     - Completed a programme strategy and plan (e.g. conceptual design) that foresaw or resulted in in benefits such as:
       - Improved court case allocation and visibility by senior magistrate by 13%;
       - Improved court case backlog per magistrate by 3%
       - Improved court case age analysis (length of time) in the court roll
       - Improved court case outcomes (e.g. conviction rates by 9%) due to 0% losses of charge sheets(or those that did not materialise in court)
       - Improved fraud management through implementation of electronic controls to prevent fraudulent activities.

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National Register of Sex Offenders (NRSO) service improvement initiative: (2016/17)

- **Solution purpose:** The NRSO turnaround programme is meant to improve NRSO non-court case management processes including the creating a database of all convicted offenders list. Who can be added on conviction, removed on request, etc.? Had a Budget of R1.5 000 000 plus Rx 000 000 for MS licences.

- **Solution Designed entailed the following improved business process:** Case registration as SAPS, Case prosecution at NPA, Court case adjudication at Courts, Offender incarceration at DCS. Then the offender is registered in the NRSO database. This included the development of integration points with internal and external entities.

- **Solution Delivery:** Initiated and planned the project in terms of defining the vision, goals and outputs; Managing execution of the project by descoping some deliverables, managing issues and risks,; Managing the SDLC workstream for the NRSO solution delivery; Managing data migration workstream to move all cases from the old legacy system to a modernised one; Managing other workstreams such as internal integrations (AD, Co-sign, Kofax and Meridio) involving the design, development, testing and piloting of APIs; Finally Managed other workstreams such as external integrations (i.e. DHA, DCS, NPA, DoS, etc.) involving the design, development and testing, and piloting.

- **Achievements or Results:**
  - Completed a programme strategy and plan (e.g. conceptual design) that foresaw or resulted in benefits such as:
    - Improved NRSO court case allocation by senior magistrate by 1.5%;
    - Improved NRSO court case backlog per magistrate by 11%
    - Improved NRSO court case age analysis (length of time) in the court roll
    - Improved NRSO court case outcomes (e.g. conviction rates by 9.5%) due to 0% losses of charge sheets(or those that did not materialise in court as required by laws and regulations)
    - Improved fraud management through implementation of electronic controls to prevent fraudulent activities. (e.g. illegal adding of non-offenders to the register or not adding of offenders to the register)

Masters digital or virtual (self-service) programme (Trust, Deceased Estates and Guardians Funds online services): (2017/18)

- **Solution purpose:** This turnaround programme is meant to improve non-court case management processes including the creation of e-services (e.g. web platforms, mobile platforms) and self-service kiosks at the walk-in channels. Had a Budget of R5.5 000 000 plus Rx 000 000 for MS licences and Kofax integration.

- **Solution Designed entailed the following improved business process:** Self-service or Online Masters services improvement Programme: ICMS Trust, DE, and Guardians Fund e-Services. These services entail registration of the application, processing of it and the providing outcomes as well as reporting.

- **Solution Delivery:** Initiated and planned the digital or virtual (self-service) improvement programmes in terms of defining the vision, goals and outputs; Managed the SDLC workstream by descoping some deliverables, managing issues and risks; analysis and design of the solution(business requirements, architectural design and functional specification); the solution development services with respect to solution development; the solution testing and quality assurance, the project closure report and project lessons learnt report; and the procurement and contracting workstream awarding of the development services; Managed other workstreams such as internal integrations (AD, Co-sign, Kofax and Meridio) involving the design, development, testing and piloting of APIs; and Managed other workstreams such as external integrations (i.e. DHA, CIPC, Deeds Office, Municipalities, etc.) involving the design, development and testing, and piloting.

- **Achievements or Results:**
  - Completed a programme strategy and plan (e.g. conceptual design) that foresaw or resulted in benefits such as:
    - Improved masters applications lodged per high court by 6%;
    - Improved masters applications processed (incl. those in the case backlog) by 8%
    - Improved masters applications processing turnaround time (age analysis or length of time) by 0.2%
    - Improved master's application administration fees received resulted is 20% revenues for the master's office.

- Improved masters applications outcomes (e.g. matters successfully registered) due to 0% of those applications that are rejected (or those that did not have all the required documents and/or information as required by laws and regulations)
- Improved fraud management through implementation of electronic controls to prevent fraudulent activities.

Lead Change Management Activities in all projects that were deployed or rolled out such as:
- Identify and build Change Network to enable change adoption and sustainability
- Complete Training Needs Assessment report to determine specific training requirements in preparation for training interventions
- Compile Change Impact Assessment to unpack what is changing and the degree of change impact to various stakeholders in preparation for Change Management interventions
- Focused engagement sessions following fit/gap workshops to share more information and to socialize some of the key changes coming to the business.

Employer 2:	Contracted to PALAMA (www.NSG.gov.za) (400 employees) and (1.2 million potential public sector students)
City/Town:	Pretoria
Date:	October 2009 to May 2012
Position:	IT Manager (Head of PMO and EA)
Monthly Salary:	On Request
Achievements:	Met or Exceeded Performance targets three years in a row Talent Management incentives - Awarded a bursary for MBL studies
Reasons for Leaving:	An opportunity to grow in a more senior position (i.e. increased budget).
Duties:	

Improved the business:
- **Duties:**
  - Evaluated and analysed systems and infrastructure requirements into masters system plans or blueprints,
  - Made user requirements specifications,
  - Compiled tender specification documentation such as RFI, RFQ and RFP,
  - Developed future roadmap for IT operations such as the introduction of the Mobile Emails, Biometric, etc.
- **Achievements**:
  - Developed re-engineered business processes to improve corporate services efficiencies (HR Terminations, Asset management, IT procurement),
  - Assessed and Evaluated computer hardware, software, networks and systems, ensured interoperability of systems and reduced system duplications,
  - Acted as a Senior Project Manager for all new system implementations and project executions, by coordinating project planning, execution, monitoring and project closure,
  - Provided effective and efficient support to Project Sponsor with prioritising and costing of projects using business cases,
  - Ensured quality assurance of deliverables such as user specification, technical specification, and solution design and user acceptance testing in compliance with PMO policies.

Managed Master Systems Plan or IT Project Portfolio:
- **Duties:**
  - Aligned the IT Strategy to business strategy, developed and managed Long- and short-term
  - IT Strategy that supports the business, and managed its implementation,
- **Achievements:**
  - Ensured that the performance of project implementations against defined benefits,
    - For an example: Road mapped and Managed IT Projects implementation i.e. Video conferencing roll-out, Projectors refresh, Desktop refresh, Server refresh, printing solution, fax-to-email,
  - Ensured that future road mapping includes the cost-effective solutions for sourcing solutions:
    - Managed IT budget planning and usage, IT Staff performance, motivation and incentivising, And Solution Outcomes: Enterprise Resource Planning RFI (design blueprint) completed. Training management solution incl. e-learning choice made to management to go Bespoke and not to procure an ERP system

- ERP(TMS module, ECM/Doctrak module, CRM module, M&E module), Network switches and routers upgrade, and SAN upgrade solutions,
  - Managed the development of **Enterprise Architecture(EA) and IT Plans:**
    - Developed and managed the global Enterprise Architecture of PALAMA, by using TOGAF (aligned to ANSI/IEEE standard 1471-20000) to identify opportunities to improve the PALAMA enterprise,
    - Completed the designs of the EA with the common four domains and their component parts, that is, Business Architecture which includes IT strategy maps, IT goals, corporate policies, IT Operating plans, Information Architecture with a holistic view on the flow of information in an enterprise, Applications Architecture with application software lists, inventories and diagrams, expressed as conceptual / functional or system enterprise / line of business architectures, and Technology Architecture with application execution environments and operating frameworks including applications server environments and operating systems, hardware, platforms, and hosting: servers, datacentres or computer rooms local and wide area networks, wide-area network Internet connectivity diagrams.

Effective IT Governance duties, included the following achievements:
Addressed adverse audit findings and IT risks for the organisations by put in place all the following which were not in place when I joined. More so Managed means of addressing internal IT audit and Auditor-Generals IT audit plans. IT Risk management (COSO and King III).IT audit (plan, coordinate and perform IT Audits). (IT audits and assessments/control/reviews aligned to COBIT). Change management.(Change Control Board and IT Steering Committee)

Developed and managed implementation of IT Governance framework duties, included the following achievements:
Incorporated King III and COBIT, and ensured administration of the IT governing structures such as IT Steering Committee, Managed ICT Standards framework alignment to ISO:17799; ISO:27000;and BS:25999, Managed ICT Policies(IT policies), ICT standards(MISS,MIOS) and ICT procedures(user controls) to support the effective use of ICT applications, Developed IT Strategic plan and its implementation plan including managing IT unit performance review using IT Management framework, Project Management Framework, and IT governance Framework.

IT Service Management duties, included the following achievements:
Managed Service Level Agreements (SLAs) for IT services (desk side, printing, LAN, and backend services), Managed SLAs for SITA Wide Area Network (WAN) and VPN services, Internet, Firewall services, Managed SLAs for SITA Transversal System software's such as payroll software(Persal), financial accounting systems (BAS), logistics software (Logis), Managed IT outsourced support services such Network, Server, Desktop, Security, Web portal services (Internet & intranet) and Mobile device support services. IT service management (ITIL) including Contact Centre Solutions (CRM). Attained knowledge of Business and system analysis (BABOK).

Release Management Lead duties, included the following achievements:
Owned the Release Management lifecycle which includes scheduling, coordinating and the management of releases across the enterprise and various portfolios. The releases could be inclusive of platform(s) development / enablement, application updates, operating system patches, security improvements, hardware upgrades, projects and programmes.
Was responsible for implementing and managing release processes through development, test, and production environments. The Release Manager Job function works collaboratively with all participants in software development projects and is supportive of developers and testers as they set up their build dev/test environments.

Service delivery management duties, included the following achievements:
Developed enforceable SITA and GijimaAST contracts and Service Level Agreements by incorporating stringent performance clauses when the contracts were due, Contract and Procurement management(Tenders, RFI, RFPs, RFQs) IT Security Strategy(ISO17799 and ISO 27000)(Virus Protection, Domain & Proxy Servers , Users data backups,)(Encryption, IDS, Patches), Compliance Strategy and plan (Exposure and knowledge of POPI Act, GDPR, PAIA), Regulatory Frameworks (MISS,MIOS,ECT Act, DPSA Act, Comsec Act, PAIA and POPIA (and GDPR at absa))

IT Risk, IT compliance and IT Security duties, included the following achievements:
Designed and implemented the IT Security framework using ISO17799,Developed policies to manage IT Facilities' access control to Server Rooms and IT Store Rooms, Managed the IT Disaster Recovery and backup policy designs, implementation and reviews, Managed compliance with company's Risk Management Strategy and Risk Management

Committee, Developed an IT Risk register that identified and classified IT risks in terms of critical assets, assessing threats and vulnerabilities assets based COSO, Managed IT Compliance and IT Risk: Managed compliance with COMSEC, Auditor-General and Internal Auditors audit findings and recommendations, Managed compliance with COBIT and ISO 17799, Managed compliance with Minimum information Security Standards (MISS) and Minimum Interoperability Standard(MIOS), Ensured compliance with PFMA and Treasury regulations including IT procurement (SITA Act).

IT Infrastructure administration duties, included the following achievements:
Front End or Office IT Desktop solutions (Laptops, Desktops, MS Windows and MS Office), Backend or Data Server Services Management: Systems Monitoring and Management (Custom Tools (scripting/automation), Opensource, and Proprietary, COTS tools (Microsoft Scom and HP insight manager, HPSIM, Uptime, HPAsset and CA Unicenter), IT Server Infrastructure(HP,IBM, SAN)(MS Windows Server 2008R2), IT Infrastructure (Exchange, Forefront, Antivirus), IT Network infrastructure (VoiP, Switches, Routers and Firewall, Wide Area (Gateway, Diginet, ADSL, 3G & VPN);Local Area (TCP/IP, Routers, Switches, Print Servers);User Equipment – (PC's, Printers & Scanners Internet Access & Web Site), IT Policies such as IT Assets Management(policy, procedures and disposal) and Business Continuity Management(IT Continuity plan), and Possesses Data Collection and Analysis (data analytics), Possesses social media management skills, Content Management Systems (Website building and design) & (creating and maintaining a blog or website e.g. WordPress

Reason for leaving:	Career growth
Employer 3:	Contracted to Parliament (400 employees) (390 parliamentarians excluding their support staff)
City/Town:	Cape town
Date:	January 2009 to September 2009
Position:	Project Manager / Coordinator
Monthly Salary:	On Request
Major Achievements:	Became a better finisher (lead incomplete projects to a close-up stage) Met or Exceeded Performance targets three years in a row
Reasons for Leaving:	Had to relocate back to Gauteng due my ill parent.
Duties:	

Duties:

Planning Projects duties, included the following achievements:
Developed and compiled project requirements, project business cases, project feasibility studies, and cost benefit analysis, Ensured projects are governed within Parliament with respect to ICT Standards, Policies, Business Strategy and Enterprise Architecture, Coordinated cross functional teams as assigned per project.

Executing, coordinating, monitoring and controlling of projects duties, included the following achievements:
Co-ordinated activities of updating the plan, monitoring and control of multiple Projects, Provided support to Project Sponsor with documenting project charters including Project Scope, Documented detailed project plans including quality, cost, schedule, risk ,issue and procurement tactics, Managed project execution using budget updates, project status meetings and reports, and validated results/progress. Identified, analysed and responded to project risks, Verified the scope and performed scope change control, Used Change request template to Perform Change management, Managed schedule and cost control, Aligned project activities to the Systems Development Life Cycle, Ensured that internal audits on project documentation is conducted, Performed quality assurance and quality control.

Managed Project Risks and Issues duties, included the following achievements:
Managed project risks or issues, by way of Identifying risks or issues, logging risks or issues and coming up with mitigations for the risks or issues logged, Tracked/Closed the risks and issues and by escalating them where required.

Crisp summary of Achievements:
−   Solution Outcomes: Enterprise Resource Planning implementation completed. Orable Public Sector
Budgeting Module (at Parliament) rolled out and embedded by way of also finalisation project
governance documents,
−   Coordinated a business case development for an improvement of IT server operations, IT supports
services and IT helpdesk services,
−   Enforced governance standards and policies in ICT projects and prevented adverse audit findings,

− Ensured that ICT procedures and best practices are defined, implemented and/or adhered when Implementing projects.	
Reason for leaving:	Career growth
Employer 4:	Telkom (21 000 employees excluding unquantified # of business clients and end-user customers)
City/Town:	Pretoria
Date:	January 2006 to December 2008
Position:	System or Project Engineer
Monthly Salary:	R30 000 pm
Major Achievements	Met or Exceeded Performance targets three years in a row Awarded Spotlight award for the best Project implementation Awarded a ticket to the CISCO Networkers Conference Matured in Interpersonal and Leadership skills by ensuring competency of new subordinates and colleagues' through coaching and mentorship
Reasons for Leaving:	Start a career in project engineering or project management.

Achievements:

Performed System Engineering duties, included the following achievements
− Performed IT infrastructure systems planning, carried out implementation projects(setups),
− Performed IT operations planning e.g. System capacity plans,
− Coordinated LAN architecture designs and installations e.g. Server topology,
− Provided inputs into WAN architecture designs and installations e.g. Switches topology,
− Supervised WLAN architecture setups e.g. WIFI.

Carried out Business Process Analysis duties, included the following achievements:
− Devised business processes (work flows),business process mappings and procedures
(system administration) for Server and Asset management,
− Created a change management process to upgrade HP Proliant Infrastructure with Windows
2000/3 operating system
− Compiled a gap analysis, business case and swot analysis for adoption of system
management software's e.g. Compare HPSIM, Uptime, HPAsset and CA Unicenter
− Documented user requirements (use cases) of IT asset inventory for website development,
translated them into effective NMS business solutions for the internal customers.

Involved in System Integration duties, included the following achievements:
− Integrated over 400 hardware (HP) platforms including performing cabling, Racks, and switches, etc
− Provided 2nd and 3rd level technical support on IT incidents for Martis Project and SUN Merlot Project
and resolved all of them within the SLAs,
− Developed SQL queries for Tellabs8100 ,
− Developed SQL stored procedures for Platform Inventory on Sybase database system,
− Resolved all requests for conducting Database Administration such as DB Space Allocation.

Performed System Administration duties, included the following achievements:
− Planned, Implemented and Maintained 100 Citrix Server Farms and 1000 thin clients,
− Involved in planning, building, maintaining and managing of VMWare Virtual infrastructures
(ESX 2.5x, Citrix and HP Servers, Hyper-V),
− Designed Network Architectural Models for Xpert and Tellabs8100 systems,
− Conducted root cause analysis for services or (problem report) applications such as Tellabs8100,
Tacacs, SHDSL,IRTMS, Metro Ethernet, WIMAX and MGW,
− Resolved all ad-hoc user and group administration requests in Active Directory 2003/2008.

Mitigated Risks and Security Support duties, included the following achievements:
− Investigated, mitigated and where applicable escalated all assigned security incidents,
− Involved in identifying and assessing risks to IT Infrastructure including networks

(IDS/firewalls/DMZ) Intrusion Protection Systems (IPS) computer/server installations, remote
access and databases systems,
−   Assisted in designing Disaster Recovery strategies or Business Continuity plans e.g. Failover and Backups plans
and policies/procedures for servers,
−   Implemented access control monitoring procedures and tools for AD and antivirus,
−   Assisted Data Centre Operations physical access control,
−   Ensured that the physical and IT environment is maintained and secured, according to
contractual requirements with suppliers and in accordance with the business needs.

Project Planning and execution duties, included the following achievements:
−   Gained exposure, knowledge and application of PMBOK principles in implementation of operational or
tactical projects,
−   Built specs for and conducted Servers deployments using MS Project 2003 ,
−   Used MS Scom or HPSIM to conduct deployments of Operating Systems software
(e.g. Windows 2000,2003,2008, Hyper-V, RedHat Linux 4 and 5),
−   Administered Database Systems(e.g. DB2, Sybase, and MS SQL 2003 and 2005),
−   Deployed IT security system software (e.g. Antiviruses software, WSUS patches and AD for
User access control).

Reason for leaving:	Career growth
Employer 5:	Telkom
City/Town:	Pretoria/Centurion
Date:	September 2004 to June 2005
Position:	Trainee/Intern
Monthly Salary:	R5000 pm (R60 000pa)
Achievements:	Received good feedback from superiors about work ethic. Met or Exceeded Performance targets in all internship opportunities given
Duties:	

Achievements s as a trainee development engineer:
Tools of Trade:
−   Used Java and Rational rose (RUP) platform to develop for SNMP simulator system by incorporating
software engineering principles.
Project Initiation and Planning duties, included the following achievements:
−   Developed a Project plan/Charter including milestones or targets such as concept understanding,
use cases designs, implementation plan, and execution and testing approach.

Project Execution - Software analysis duties, included the following achievements:
−   Completed business models incl. requirements which assisted with understanding the business
of the organization, the problem domain being addressed by the project, and to identify a viable solution
to address the problem domain
−   Performed Requirements Management as a systematic approach to eliciting, organizing, and
−   Documenting the requirements of the system to be built.
−   Scheduled (JADs) sessions to establish and maintain agreement between the customer and the
project team on the changing requirements of the system. Tracked and reported changing requirements
−   Compiled Requirements traceability, technical spec or Business spec, non-functional requirements
(security, performance, etc.)

Project Execution - Software Design duties, included the following achievements::
−   Used RUP which is a Visual Modelling or the use of semantically rich, graphical and textual design,
notations to capture software designs. Used a notation, such as UML, allows the level of abstraction
to be raised, while maintaining rigorous syntax and semantics,
−   Designed Use Case Models, Activity Diagrams (analysis) , detailed functional requirements,
Use Case Specification(document which describes activity flow, data specifications, and
business rules applicable to use case),
−   Designed Sequence Diagrams, Class Diagrams (design),

- Gained knowledge and exposure to modelling of flow charts based on UML,
- Performed data analysis, mapping or modelling.

Project Execution - Software Development duties, included the following achievements::
- Performed Implementation (Performed actual software coding or development.)
- Transformed the model(s) into executable code and performed a basic level of testing, in particular unit testing

Project Execution - Software Testing duties, included the following achievements:
- Ensured the developed system satisfies or exceeds an agreed upon set of requirements, and assessed using agreed upon measures and criteria, and produced using an agreed upon process,
- Performed an objective evaluation to ensure quality. This included finding defects, validating that the system works as designed, and verifying that the requirements are met, and
- Verified the results and conformed them to the functional requirement.

Project Execution - Software Deployment duties, included the following achievements:
- Plan for the delivery of the system and to execute the plan to make the system available to end users Handed-over the finished to product support(rollout source code to production for pilot purposes),
- Provided user training to the customer, User Support, maintenance plan, and Suggested and planned potential enhancements.

Configuration Management duties, included the following achievements:
- Managed access to project artefacts. This included not only tracking artefact versions over time but also controlling and managing changes to them.
- Performed Project Management. Directed the activities that take place on the project. This included managing risks, directing people (assigning tasks, tracking progress, etc.), and coordinating with people and systems outside the scope of the project to be sure that it is delivered on time and within budget.
- Supported the rest of the effort by ensuring that the proper process, guidance (standards and   guidelines), and tools (hardware, software, etc.) are available for the team as needed.

Duties as a trainee support engineer: August – October 2005
IT Desktop and IT Security Support duties, included the following achievements:
- IT Desktop Support Operations Process and Management review and documentation
- Provided telephonic customer contact centre support using Rockwell and ITEMS (logged 3000 incidences),
- Provided remote support and advice on Outlook 2003 and SAP portal using sms software for 900 complex user issues/problems,
- Trained more than 2000 customers on SAP usage during deployment of SAP portal,
- Developed relationship management competencies including conflict management, handling difficult clients and complex queries,
- Reviewed and Recommend updates to Policies, Procedures, Standards and Guidelines based on problems solved creatively and without these guidelines (these were issues that were not anticipated).

Duties as a trainee security engineer: April – June 2005
IT Security and IT Risk Management duties, included the following achievements:
- Assisted with SAN storage security project requirements elicitation (desk side research) within tight deadline,
- Ensured audit of inventory and production tools within set date,
- Assisted with firewalls and Intrusion Detection System IDS installations and incidence management,
- Learnt IT Security Administration for Firewalls, Server Workstations Hardening, Anti- Virus installations, Web Content Filtering and etc.,
- Monitored security compliance of desktop users i.e. password complexity.

Reason for leaving:	Career growth
REFERENCES:	
Name:	Ms. Bevlin Reddy
Company:	Telkom
Position:	Manager/Mentor
Tel:	On Request –
Email:	On Request –

Name:	Ms. Fatima Boltman
Company:	Parliament of RSA
Position:	MSP Programme Manager
Tel:	On Request -
Email:	On Request –
Name:	Mr. Andile Mbatyoti
Company:	PALAMA
Position:	CIO
Tel:	Unavailable (Deceased)
Email:	Unavailable (Deceased)
Name:	Mr. Mhlonishwa Mtshali
Company:	DOJCD
Position:	Acting General Manager: Infrastructure, Operation Management
Tel:	On Request
Email:	On Request
Name:	Tshabo Monethi
Company:	DOJCD
Position:	Project Owner
Tel:	On Request –
Email:	On Request –
Name:	Ms. Du Toit, Jenny
Company:	Absa
Position:	Programme Owner
Tel:	On Request –
Email:	On Request –
Name:	Oupa Kgasago
Company:	BP subsidiary - Masana
Position:	CIO (Entrepreneurship mentor)
Tel:	On Request –
Email:	On Request –
Name:	Deon Nel
Company:	MTN
Position:	Senior Manager - Project Management Office
Tel:	
Email:	
360 REFERENCES:	
Name:	Raymond Mapogole
Company:	ABSA
Relationship:	Project Manager/Owner for RBB
Tel:	On Request –
Email:	On Request –
Name:	Elmari van Deventer
Company:	ABSA
Relationship:	Senior Business Analyst
Tel:	On Request -
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Name: Sipho Tšhego   Email: MOBILE PHONE:
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Name:	Anel van Schalkwyk
Company:	DOJCD
Relationship:	Senior Business Analysis SME
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Email:	On Request –
Name:	Cobus van der Berg
Company:	PwC and DOJCD
Relationship:	Senior Supplier – data migration services with PwC and data architecture services at absa
Tel:	On request -
Email:	On request - TBC
Name:	Ms Busisiwe Memela
Company:	DOJCD
Relationship:	Court Manager – SAP implementation customer (Lead SME)
Tel:	On Request –
Email:	On Request
Name:	Mr Tiyiselani Ntimbane
Company:	PALAMA
Relationship:	Mentee (Business Architecture and Business Analysis)
Tel:	On Request –
Email:	On Request -
Name:	Pule Mofokeng
Company:	DOJCD
Relationship:	Director: ICT Strategy Management
Tel:	On Request –
Email:	On Request –
Name:	Mr. Mussiwa Nemaunguhwi
Company:	DOJCD
Relationship:	Director: Business Architecture and Analysis
Tel:	On Request –
Email:	On Request –
Name:	Phillip Salemane
Company:	Telkom
Relationship:	Operations Specialist/Mentor
Tel:	Unavailable due to being Deceased
Email:	Unavailable due to being Deceased
Name:	Ms Lusi Tshibangu
Company:	Telkom
Relationship:	Mentee
Tel:	On Request -
Email:	On Request –

Name: Sipho Tšhego   Email: MOBILE PHONE:
                                                        CELLCNEW:

Name:	Tshepo Mokgohloa
Company:	PALAMA (now NSG)
Relationship:	Operations Manager/Senior Supplier
Tel:	
Email:	

Sensitivity: Public