

Motivation for Position / Covering Letter

As a leader, agile coach, design thinker, entrepreneur, project manager, program manager, agile scrum master, business analyst, business architect, functional manager, process consultant, strategist, solution designer and subject matter expert, of which I have represented leading organizations in the information technology sector within the South African Market and internationally, my role has taken different forms, encompassing an array of tasks and responsibilities over the last 18 years in the ICT sector. In terms of the experience gained, I've been exposed to the entire development life cycle in a variety of industries, organizations and projects. The different job situations exposed me to project & agile management, leading motivated teams, data analytics, process engineering, business architecture, programme management, and technical integration - mainly in customer relationship management (marketing, sales and service) & technical product development, which I believe is vital in today's customer-centric markets and industries.

Along with my exceptional academic qualifications, I have had the opportunity to obtain experience in a number of different industries and in positions demanding high levels of competency and responsibility. A wealth of knowledge and a grasp of the working environment have substantially supplemented my academic background. Putting these two aspects hand-in-hand has enhanced my ability to deliver quality and superior work for my customers and employer. Experience obtained setting up and developing new innovative solutions to the business at hand has provided many challenges and a knowledge base, which I am able to apply to different situations and one that I wish to enhance as I further my working career.

My achievements and leadership roles have been accomplished on numerous occasions working in a team. Applying theoretical principles accompanied with lessons learnt and previous experiences to the different industries, specifically the banking, utilities, mining, resources, travel & leisure, pharmaceuticals & medical and fast moving consumer goods.

My strengths involved problem solving leading into product development (often known as design thinking or lean start-up, attention to detail (sometimes irritating for others but must be done), bringing out the best of my team (enjoying others success & growth) and to do whatever it takes to get the job done (tenacity & passion to ensure success). Over the past 3 years, I have built a Design Thinking, Lean-Startup or Lean-Inception capability that has helped propel projects into value-add quickly.

From my exposure in these thriving environments, which require analytical, problem solving skills, technical skills and most importantly people skills, I believe that I am quite capable and suited to any business change initiative job at hand. It is my desire to join a company that will provide me the opportunity to execute & further my skills in all areas, provide a dynamic, growing and challenging environment for motivated employees and one that realises that their employees are the most valuable assets of the company.

Regards,
Asad Patel.

ASAD PATEL

PERSONAL INFORMATION

Title	Mr.	Date of Birth	22 August 1979
First Names	Asad	ID Number	790822*****
Marital Status	Married	Surname	Patel
Residential Address	Unit 20; 129 Coleraine Drive; Bryanston; 2057	Location	Johannesburg or Durban
Postal Address	as above	Contact Numbers	Mobile +27 83 626 0005
Driver's License	Code 8	E-mail	asadpatela@gmail.com info@simplyagile.co.za
Current Hourly Remuneration	POA	Passport	A0475**** Expiry: 04 June 2025
Seeking Employment type	Freelance on specific jobs or Contract (12 months+)	Current Yearly Remuneration	POA
Website:	https://www.simplyagile.online		Seeking Hourly remuneration POA
LinkedIn profile	https://www.linkedin.com/in/asad-patel-b3858b5/		Availability Available anytime for freelance work or available immediately with 30 day notice for full-time contract work

QUALIFICATION

Qualification Type	Matric	Degree	Diploma	Honours
Qualification	Matric Exemption	Bachelor of Commerce (BCom) in Business Information Systems	Diploma in Masters in Business Administration MBA (part 1 of 2)	Bachelor of Commerce (Honours BCom) in Information Systems
Institution	Orient Islamic Secondary School	University of Natal Durban	University of Natal Durban	University of South Africa
Period at Institute	1986 - 1997	1998 - 2000	2003	2006 - 2008
Date of Completion	1997	2000	2003	2008

EMPLOYMENT HISTORY SUMMARY

CURRENT NAME OF ORGANISATION: EOH Highveld PFS <http://eohhighveld.co.za/>
 Company Industry: Recruitment & Agent
 Dates of Service: November 2013 to present (5 years)
 Position Held: Senior Agile Coach & Project Manager
 Main Job Functions & Client Experience: Senior Agile & Project Management expertise on Core Banking Transformation (signature programme by CEO) projects & Regulatory Programmes:

Client	Project/s	Role	Project Duration
Nedbank	Digitalisation of Regulatory Risk & Compliance, Legal & Cyber Security including projects (Integrated Risk and Controls, Adverse Media, Cyber and Privacy 3 rd Party Assessment, Legal Matter Management, Business Continuity Management, Group Internal Audit Data Analytics Platform, Group Compliance Customer Regulatory App, Anti-Money Laundering (AML) New Amendment Act (specifically Ongoing Due Diligence), AML Forensics & Case Management, Customer Survey & Assurance, Credit Digitization & Optimization, Group Risk Analytics Platform, Group Conduct Risk & Incident Management, Employee Conduct Management, Group Financial Crime Forensics & Securities Case Management Investigations, and Financial Stress Management)	Agile Coach	November 2018 to present
Nedbank	Regulatory Projects (Group Anti-Money Laundering AML, Risk Intelligence Centre, FICAA, Rest of Africa Projects, Strategic AML Target Operating Model, Account Restrictions, and Credit Back Office Optimisation.	Agile Coach	April 2018 to October 2018
Nedbank	Privacy Programme (POPIA)	Agile Coach / Project Manager	June 2017 to March 2018
Standard Bank	Customer Transformation – Customer Personalisation	Agile Manager / Agile Coach	October 2016 to May 2017
Standard Bank	Core Banking - Transactional	Agile Manager / Agile Coach	May 2016 to May 2017
Standard Bank	Core Banking – Investments	Agile Coach / Agile Scrum Master / Project Manager	September 2015 to April 2016
Standard Bank	Anti-Money Laundering	Agile Coach / Agile Scrum Master / Project Manager	September 2015 to March 2016
Standard Bank	Core Banking Transformation - Business Release 4 & 5	Agile Coach / Agile Scrum Master	November 2013 to August 2015

NAME OF ORGANISATION: **Accenture** <http://www.accenture.com>

Company Industry: Technology & Management Consulting, and Outsourcing

Dates of Service: 01 February 2003 to October 2013 (10 years, 9 months)

Position Held: Senior Manager

Main Job Functions & Client Experience: Providing business, functional and technology consulting to the following clients as depicted in each of the projects below.

Client	Project	Role	Project Duration
Standard Bank	Core Banking Transformation - Business Release 4 & 5	Project Manager / Agile Manager / Agile Coach / Agile Scrum Master	September 2011 to October 2013
JD Group	Evolve - Financial Services Systems Implementation	Project Manager / Business Analyst Lead / Functional Manager	March 2011 to July 2011
Santam	Santam CRM Contact Centre Consolidation	Business Architect	January 2011 to February 2011
Telkom	Heita Network Telecommunications Launch	Service Manager	September 2010 to December 2010
Sasol	Functional Excellence Shared Services	Project Manager / Business Analyst Lead / Functional Manager	October 2009 to August 2010
Standard Bank	Supplier Relationship Management	Project Manager	August 2009 to September 2009
Anglo American	Anglo American Shared Services	Business Analyst Lead / Functional Manager / Project Manager	February 2008 to August 2009
Debswana	Debswana Shared Services	CRM Subject Matter Expert	January 2008 to April 2008
Eskom Corporate	Customer Relationship Management – Human Resources Shared Services	Business Analyst Lead / Functional Manager / Project Manager	August 2007 to October 2007
Eskom Distribution	Customer Relationship Management – Avaya Upgrade	Business Analyst Lead / Functional Manager / Process Lead / Project Management	November 2006 to May 2007
Eskom Distribution	Customer Relationship Management – Customer Services Online Revamp	Business Analyst Lead / Functional Manager / Process Lead / Project Management	November 2006 to May 2007
Eskom Distribution	Customer Relationship Management – GT-X UBUSO	Business Analyst Lead / Functional Manager / Process Lead	May 2004 to November 2006
Sun International	Hotel Management Analysis	Business Analyst / Project Management	January 2004 to April 2004
Eskom Corporate	Human Resources Shared Services Business Case	Business Analyst / Project Management	November 2003 to January 2004
Eskom Distribution	Turnaround Programme (TAP)	Business Analyst / Project Management	February 2003 to November 2003

NAME OF ORGANISATION:

Dimension Data

<http://www.didata.com>

Company Industry:

Technology & Consulting

Dates of Service:

01 January 2001 to 31 January 2003 (2 years 1 month)

Position Held:

Business Analyst / Senior Consultant / Developer

Main Job Functions & Client Experience:

Implementing, designing, maintaining, supporting, training Management Information Systems and configuring business intelligence applications for multimillion rand organisations. These applications focus on the balance scorecard, mainly financial reporting scorecards.

Clients: Anglo American PLC, National Brands LTD, Medscheme, Goldfields, Business Partners, Pretoria Portland Cement

Company LTD, Hollard Insurance, Avis, Barloworld LTD, Eli Lilly, ABSA Group LTD and Nedbank Group LTD

COMPUTER LITERACY and SYSTEM SKILLS

Knowledge of the following software applications:

SYSTEM AND APPLICATION	PROFICIENCY	SYSTEM AND APPLICATION	PROFICIENCY
Entire Microsoft Office Suite (including MS Word, PowerPoint, Excel, Visio and Project), Lotus Notes, Internet Explorer	Expert	Microsoft Windows version 7 & 8, NT, Professional, Server, XP, and Advanced Server (operating systems)	Expert
JIRA (Agile tool)	Expert	Confluence (Agile tool)	Expert
Microsoft Project Management Toolkit	Expert	Business Objects	Low

CERTIFICATION and COURSES ATTENDED

Course or Qualification	Institution	Location	Year	Proficiency
PMI Agile Certified Practitioner (PMI-ACP)	PMI	Sandton	2018	Expert
Scrum Master in Agile Methodology	Scrum Sense	Pretoria, RSA	Sept 2012	Expert
Prince2 for Project Management	Pink Elephant on behalf of by UK OGC	Johannesburg, RSA	Dec 2012	Expert
Human Centred Design & Prototyping 201	IDEO provided by Acumen	Online	Mar 2019	Expert
Adaptive Leadership by IDEO	IDEO provided by Acumen	Online	Nov 2019	Expert
Agile Africa and SUGSA Conferences	JCSE and SUGSA	Cape Town, Johannesburg & Durban	2017-current	Expert
Member of Design Thinking & Scrum User Group	Design Thinking SA & SUGSA	Johannesburg	2017-current	Expert
Delivery Sales School for Senior	Accenture	Chicago, USA	June 2013	High

Managers

Technical Integration School (SOA and Services and Integration)	Accenture	Chicago, USA	April 2012	High
Oil Refinery Basics	Accenture	Johannesburg, RSA	June 2010	Low
Management Consulting University	Accenture	Chicago, USA	April 2010	High
Value-Driven Program Management	Accenture	London, UK	July 2009	High
Core Manager School	Accenture	London, UK	April 2008	Expert
Technical Architecture School	Accenture	Chicago, USA	December 2006	High
Project Management School	Accenture	Chicago, USA	May 2006	Expert
Core Consultant School	Accenture	Chicago, USA	April 2005	Expert
Mercury Using Test Director	Mercury	Johannesburg, RSA	June 2005	Medium
“Train the Trainer”	Dimension Data	Johannesburg, RSA	August 2002	High
Seagates Crystal Developer	Seagates Software	Johannesburg, RSA	June 2002	Low
Comshare Management, Planning & Control Advanced Administrator	Comshare	Johannesburg, RSA	February 2002	Low
Comshare Management, Planning & Control Administrator	Dimension Data	Johannesburg, RSA	August 2001	Low

REFERENCES

Name of Reference	Company	Position	Contact Number
Mrs. Yasmin Moosa	Nedbank	Programme Executive (Digital)	+27 82 451 4682
Mr. Niek Jansen Van Rensburg	Nedbank ex	Head Digital Risk	+27 84 777 3525
Mr. Neelesh Mooljee	Nedbank	Chief Privacy Officer	+27 82 929 8326
Mr. Anthony Alberts	Nedbank	Senior Enterprise Engineer	+27 73 168 9794
Mr. Jacques Lourens	Nedbank	Chief Information Security Officer	+27 82 885 2829
Mr. Tony Johnson	Nedbank	Executive: Group Risk Analytics	+27 82 529 0136
Mr. Jeff Lopes	Standard Bank	Executive: Core Banking	+27 83 463 7639
Mr. Shane Ferley	Standard Bank ex	Executive: Core Banking	+27 83 304 2570
Mrs. Estia Scoble	Standard Bank	Senior Programme Manager	+27 83 206 6110
Mrs. Annelize Ras	Standard Bank	Senior Programme Manager	+27 72 982 0778
Mr. Nazeem Moolla	Industrial Development Corporation ex	Senior Manager	+27 83 690 5999

EMPLOYMENT HISTORY DETAIL

CURRENT NAME OF ORGANISATION: EOH Highveld PFS <http://eohhighveld.co.za/>
Company Industry: Recruitment & Agent
Dates of Service: November 2013 to current (3 years, 5 months)
Position Held: Senior Agile Coach & Project Manager
Main Job Functions & Client Experience: Senior Agile & Project Management expertise on Core Banking Transformation (signature programme by CEO)

Client: Nedbank Project: Regulatory Change Portfolio

Role: Agile Coach / Scrum Master / Project Manager Project Duration: June 2017 to current

Due to Asad's competency and mastery on Agile, Asad lead the Agile transformation within the Regulatory Change Portfolio comprising of ~160 people across ~12 projects. Asad helped to instil the Agile mindset and the Agile Scrum ceremonies. Asad built a deep ability and capability to progress projects from start to begin execution by utilising Lean Start-up techniques (for all types of business problems and improvements).

These lean start-up, design thinking and design sprints were executed on the following projects; Privacy (Protection of Personal Information), Integrated Risk and Controls, Adverse Media, Cyber and Privacy 3rd Party Assessment, Legal Matter Management, Business Continuity Management, Group Internal Audit Data Analytics Platform, Group Compliance Customer Regulatory App, Anti-Money Laundering (AML) New Amendment Act (specifically Ongoing Due Diligence), AML Forensics & Case Management, Customer Survey & Assurance, Credit Digitization & Optimization, Group Risk Analytics Platform, Group Conduct Risk & Incident Management, Employee Conduct Management, Group Financial Crime Forensics & Securities Case Management Investigations, and Financial Stress Management.

Client: Standard Bank Project: Customer Transformation – Customer Personalisation

Role: Agile Manager / Agile Coach Project Duration: October 2016 to May 2017

Due to Asad's competency on Agile and the ability to take-on more work, Asad was assigned to another project which started from Agile Discovery Phase. Customer Personalisation is intended to transform the customer experience for the entire Personal & Business Banking sector across all customer channels (mainly self-service). During the Discovery Phase, the SAP Hybris Marketing product was selected as product of choice.

Client: Standard Bank Project: Core Banking – SAP Retail Products (Transactional)

Role: Agile Manager / Agile Coach Project Duration: May 2016 to May 2017

Asad was selected as one of 10 Agile managers to lead the final project of the Core Banking Programme for the most complex product offering being the Transactional Product. Full Agile practises were employed during the Discovery, Inception and Delivery Phases.

Asad's role was to lead the Credit Collections & Account Origination (external systems) team as an Agile Manager (of about 15 people) – later the role was changed to Agile Coach. Integration between SAP Banking Services and CACS (Collections System) as well as SAP CRM into Card (CPS) and Branch Accounting (legacy credit products), was developed and deployed on a monthly basis into production. Story Burn-up / Burn-downs, Sprint Planning, Retrospectives, Stand-ups, Scrums and Showcases were conducted with the team.

Client: Standard Bank Project: Core Banking – SAP Retail Products (Investments)

Role: Agile Manager / Agile Scrum Master / Project Manager Project Duration: September 2015 to April 2016

Asad managed and lead the first Agile project in Core Banking. The project encompassed about 25 people which included all role disciplines. The project was a test for using Agile principles in Core Banking and if proved successful to then roll it out to the rest of Core Banking. The project delivered the new Investment products within 5 months in production using full Agile methodology. SAP Banking Services and SAP CRM was primarily used.

Client: Standard Bank Project: Core Banking – Anti-Money Laundering (AML)

Role: Project Manager Project Duration: September 2015 to March 2016

SARB required SBSA to implement AML changes to systems to comply with regulations, or risk being fined. Asad's role was to ensure that immediately post the system deployment, all business areas across the Banks network i.e. all the branches, all contact centres and all operations could log system issues timeously for over 40,000 staff. Asad was responsible & accountable for creating the self-service incident management logging capability, processes and reporting. He had to implement innovative and easy to use processes in a short space of time with limited capacity (on his own). It proved to be the highly efficient and effective and saved the organisation time & money.

Client: Standard Bank Project: Core Banking Transformation - Business Release 4 & 5

Role: Project Manager Project Duration: November 2013 to August 2015

Asad joined Standard Bank via EOH Highveld PFS and continued in his role as Project Manager. The project went live in March 2015 and was the **biggest project implementation in Standard Bank's history**. Asad, together with a Standard Bank resource lead the post implementation support successfully during a difficult and challenging period for Standard Bank for both its Personal and Business Banking & Corporate Investment Business.

Technologies involved & managed: BPM, ESB, SAP Banking Services, SAP Customer Relationship Management (CRM), OS/2 Homeloans, S2K Vehicle Asset Finance (VAF), Security Management System (SMS – Collateral Management), Branch Accounting, Card Payments System (CPS), Merchant Accounting System (MAS), ATM, SBFC Fee Management System, Maven 2000 (Insurance), Fee Management System (FMS), Fleet Management System (FMS), SAP Human Resources (HR) and Diners Club amongst others.

NAME OF ORGANISATION:**Accenture**<http://www.accenture.com>

Company Industry:

Technology & Management Consulting, and Outsourcing

Dates of Service:

01 February 2003 to October 2013 (10 years, 9 months)

Position Held:

Senior Manager

Main Job Functions & Client Experience:

Providing business, functional and technology consulting to the following clients as depicted in each of the projects below.

Client: Standard Bank

Project: Core Banking Transformation - Business Release 4 & 5

Role: Project Manager

Project Duration: September 2011 to October 2013

Accenture was approached by Standard Bank ahead of the market to respond to consulting and technology services. Accenture with the proven CRM, Core Banking and SAP experience across the globe and at scale, are well positioned to help the Bank achieve competitive advantage in Core Banking.

Asad's role and responsibilities as Project Manager for the Business Partner Programme entailed managing:

- A team of approximately between 80-90 people in the skills of SAP Configuration, SAP ABAP, Business Analyst, Mainframe, Data Warehouse, SAP Business Warehouse, SAP Business Objects, Java developers, Integration and Service Object Orientated (Data Power, SAP PI and ESB mapping);
- A project size for Design Build Test of 27,392 mandays; ~20% of the effort is delivered off-shore in India;
- Project planning, finances, schedule and people performance (productivity & performance review);
- Quality management (for process, people and technology);
- Implement a systems development life cycle based on the Agile Methodology;
- The following teams:
 - o Data Management (mapping, tables, fields and values);
 - o Data Migration (extraction, transformation and loading);
 - o SAP CRM Technical Programs;
 - o Business Programs and Functionality;
 - o Date Warehouse and Enterprise Information Management; and
 - o Services and Integration.
- The migration of technical and functional components from SAP CRM 5.0 to SAP CRM 7.0 with alignment to an improved vanilla model as well as numerous system enhancements.

Client: JD Group

Project: Evolve - Financial Services Systems Implementation

Role: Project Manager / Business Analyst Lead / Functional Manager Project Duration: March 2011 to July 2011

Towards the end of 2007, JD Group embarked on an initiative to reposition the Group into five autonomous business divisions due to the constantly changing dynamics of the mass middle market. These business units consist of Traditional Retail, Financial Services, Cash Retail, International Operations and New Business Development. As the existing systems are not sufficiently robust and flexible to provide for future business and product requirements new IT platforms are being sought that can meet the requirements of each unique division. A new IT platform solution has thus been investigated across both JD Financial Services (FS) and JD New Business Development (NBD).

Asad's role on the project was to lead and manage the Delivery / Business Team (approximately 13 resources) to deliver the following key outcomes / deliverables:

- Business Requirements Definition
- Requirements Traceability Matrix
- Testing Scripts
- Input into Training Manual
- Internal Audit Requirements [procedures and controls]

Client: Santam

Project: Santam CRM Contact Centre Consolidation

Role: Business Architect

Project Duration: January 2011 to February 2011

Santam aimed to define their contact centre business architecture and develop a transformation roadmap that enables them to provide best-in-class service to its clients and brokers. When the conceptual design of this project is implemented, Santam will have a sustainable platform on which to grow its business and deliver best-in-class customer service. The following business objectives can thus be met:

- Improve New Business & Services SLAs with better workflow and case management capabilities;
- Achieve cost efficiencies (through standardisation, consolidation and optimisation);
- Improve workforce productivity and control through better workforce management tools;
- Reduce customer churn and improve new business conversion rates through improved customer experience; and
- Promote increased use of self-service (reducing cost to serve and improving operating costs).

Asad's lead a team of 3 senior consultants to deliver the following:

- Provide Santam with a leading practice Capability Maturity Assessment tool that encompasses the Contact Centre operating model, capabilities, application and business architecture;
- Benchmark Santam's contact centre against the leading practice capability tool with a view to highlight the capability gaps;
- Formulate an opinion as to what extent the existing technologies can be leveraged in the future state; and
- Advise Santam on when it would be appropriate to rationalise their many contact centres.

Client: Sasol

Project: Functional Excellence Shared Services

Role: Project Manager / Business Analyst Lead / Functional Manager Project Duration: October 2009 to August 2010

The Sasol Limited group (Sasol) is an integrated oil and gas group with substantial chemical interests, based in South Africa and operating in numerous countries throughout the world. Sasol manufactures and markets liquid fuels, gas and chemicals. In South Africa, Sasol uses in-house technology for the commercial production of synthetic fuels and chemicals from low-grade coal and manufacture a wide variety of fuel and chemical products, which are sold in more than 90 countries.

Functional Excellence Programme Context: The Sasol senior management team found that a need for functional optimisation exists at a Business Unit and functional level. A Hackett Benchmarking study highlighted various issues of concern, which included the fragmented organisation of Sasol's support functions; the complex and non-standardised processes within the support functions and the sub-optimal use of the existing Shared Services capabilities.

The objective of the Functional Excellence Programme is to optimise the Sasol Group's existing support functions so that the functions across the Corporate Core, Support Services and the Business Units are integrated and well-organised with standardised processes and interfaces. This will allow efficiencies of operation with clear performance agreements and clear roles and responsibilities. Integration and standardisation will be achieved through restructured and/or enhanced processes, technologies and governance structures.

Asad's role and responsibilities within the Service Management Customer team was the following:

- Initially lead the team of 3-4 people;
- Project management and planning for all areas of the Customer Team;

- Develop the CRM strategy and vision for Sasol Shared Services Customer initiatives;
- Assist with the identification and segmentation of the internal customer base;
- Assessing the organisation's current customer interactions and contact centres;
- Aligning channels to customer requirements and needs;
- Designing the contact and case management processes and proposing a to-be technical blueprint that fulfils the standard, shared and simple philosophy of the programme;
- Assist with releasing customer services functional content into the business environment (incl. development of and delivery of training material, development of communication messages to internal shared service employees);
- Development of the strategic (relationship management) and tactical (key account management) interactions within the shared services environment.

Client: Standard Bank

Project: Supplier Relationship Management

Role: Project Manager

Project Duration: August 2009 to September 2009

Assisted Standard Bank with the development of Supplier Relationship Management leading practice content and application thereof to the Information Management environment. The project duration was 2 months and Asad lead a small team of 2 resources. The project outcomes were the following:

- Review the as-is IT infrastructure vendor management capability;
- Develop a to-be conceptual framework for IT infrastructure vendor management capability; and
- Develop an implementation roadmap to establish the vendor management capability in Standard Bank.

Client: Anglo American

Project: Anglo American Shared Services

Role: Business Analyst Lead / Functional Manager

Project Duration: February 2008 to August 2009

In October 2005 Anglo American announced a Strategic plan to re-focus its businesses around Core Mining activities. This initiative has resulted in the spinning off of Mondi, the sale of Highveld Steel and the reduction of Anglo's stake in AngloGold Ashanti. In parallel there have been a number of acquisitions that have bolstered Anglo's position in key markets, with particular emphasis on the Base Metals and Iron Ore footprint.

One of the strategic themes to emerge from the CEO was the idea that Anglo needed to be more integrated and better at leveraging scale and sharing capability. It is in this context that Cynthia Carroll's vision of 'One Anglo' should be seen. In her words, One Anglo is about "unlocking the long term potential for Anglo, as we learn to act as one company as 'One Anglo' ". Included in this vision is the opportunity to leverage Anglo's assets more effectively through shared services.

This Planning Phase of the project was broken into many work streams and Asad worked in the Enabling Technology (ET) work stream. Shared Services enabling technologies are defined as software and infrastructure that automate, consolidate, and disseminate information between and beyond the walls of a Shared Services organisation. The ET areas included:

- Service/Incident Management;
- Workflow;
- Scanning & Optical Character Recognition;
- Document Management;
- Portal;
- Other Tools that enable shared service.

Asad's role entailed the following responsibilities:

- Manage a team of 3-5 resources on the Scan, OCR, DMS and Workflow applications; and
- Develop business requirements for each ET (Analyse Phase);
- Develop the technical architecture for each ET (Analyse Phase);

- Assist to Identify & select appropriate software for each ET (Analyse Phase);
- Liaise with the Accounting and Employee Services work stream to identify requirements and design principles (Design Phase);
- Assist in the development of the Functional and Technical Design Specifications for the Scan, OCR, DMS and Workflow applications (Design Phase);
- Assist in the development of the Testing Scenarios and Conditions for the Scan, OCR, DMS and Workflow applications (Build Phase);
- Develop the Test Plan and Approach for all ETs (Design and Build Phase);
- Assist in the development of the Training Plan and Training Materials for the Scan, OCR, DMS and Workflow applications (Test Phase);
- Develop and maintain the project plan for each team and provide guidance of project planning to other IM teams.

Client: Debswana

Project: Debswana Shared Services

Role: CRM Subject Matter Expert

Project Duration: January 2008 to April 2008

Debswana underwent a program to centralise its finance, human resources and supply chain processes in a shared service environment. One of the areas was to capture user requests in a service management or incident management application. The product used was HEAT which apart from capturing incidents, it was also responsible for ensuring SLAs and workflow was enforced as part of the Service Management framework.

Asad was responsible for providing Subject Matter Expert advice to the client on many areas that included:

- Analysis of the current implementation and recommendation of improvements;
- Future and best practise areas of improvement;
- Current application shortfalls and possible work- arounds; and
- Identify key metrics for management and operational reporting.

Client: Eskom Corporate

Project: Customer Relationship Management – Human Resources Shared Services

Role: Business Analyst Lead / Functional Manager

Project Duration: August 2007 to October 2007

The HR Shared Services Unit had a requirement to provide all Eskom staff, a facility to allow them to access their own information as well as access various HR Tools and policy documents. As part of this requirement, a helpdesk was designed to inform employees where to access information and to provide basic service request information. HR SSU had sourced a solution for Avaya as the telephony solution, however in light of the HR SSU customer growth over the past 2 years and increased Service Level Agreement Requirements, the need for a CRM solution was essential.

Eskom requested Accenture and Graham Technology to assist with the planning and analysis activities for the implementation of GT-X (Graham Technology product) as the HR Shared Services CRM medium/tool to support their HR Shared Services business processes. This project included the development of required project management, change management, high-level functional and technical blueprints, as well as a high-level business case assessing the feasibility of the solution.

Asad was primarily responsible for the following activities:

- Lead the Functional Team which comprised of three analysts;
- Implementation Approach: Provided a view of estimated timelines, roles, high level activities and scheduling, overall implementation approach, the steps in the implementation approach and high-level activities that occur in each of the proposed stages.
- Functional Blueprint: the Process Architecture highlighting the key concepts and guidelines for the To-Be architecture. This blueprint contained major issues/considerations and any risks associated with the recommendations.
- User Requirements Specification: Update and develop the business requirements of the system.
- Work plan (all phases of project): describe the major programme and project work tasks and activities for all proposed phases of the project for the functional team.

Asad also assisted the project with the following:

- ISARC Architecture Submission: Corporate architecture approval for the remaining phases of the project.
- Business Case: the business case for the approval of the Design and follow-on phases.

Client: Eskom Distribution

Project: Customer Relationship Management – Avaya Upgrade

Role: Business Analyst Lead / Functional Manager / Process Lead

Project Duration: November 2006 to May 2007

The Avaya Upgrade project was initiated in May 2006, with the objective of upgrading the Avaya telephony solution architecture at the Contact Centres from Time Division Multiplex (TDM) technology to Voice over Internet Protocol (VoIP) technology. The upgrade was in response to the support for the current Avaya equipment nearing the end of its supported life in 2006/2007. As such, the Business embraced the opportunity to upgrade to the more mature VoIP technology, critical to both maintain and improve service to customers, and also ensures the provision of an on-going support and maintenance contract of the Avaya solution. The VoIP upgrade also presented the opportunity to develop a single Virtual Contact Centre, in line with Distributions Customer Service Strategy. Phase 1 went live in September 2006, effectively linking all 7 Contact Centres to a 2MB link which runs between all sites, thus creating a single virtual Contact Centre controlled from Bellville. Phase 2 was released in March 2007, and included an upgrade of the Interaction Voice Recognition (IVR) to include services to customers to be able to Log a Fault, Ask for an Account Balance and Submit a Meter Read via the telephone. Asad was responsible for the following activities:

- Lead the Process Team (which comprised of about 2-6 people). The main responsibility was to execute Design and Testing;
- Manage other vendors on their delivery – these vendors included Spescom, Eskom Telecomms, Graham Technology & other Eskom functional areas;
- Work planning, scheduling and management of changes/requirements including scope management;
- Project Management tasks which included issue and risk management, stakeholder expectation management, status reporting, control and resource management, project close-out; and
- Other activities included Knowledge Transfer to specific individuals and the Business Benefits Realisation Tracking.

Client: Eskom Distribution

Project: Customer Relationship Management – Customer Services Online Revamp

Role: Business Analyst Lead / Functional Manager / Process Lead

Project Duration: November 2006 to May 2007

The Customer Services (CS) Online Revamp Project was initiated in May 2006, with the objective of providing an improved web channel for customer self-service. The project aimed to revamp the existing CS Online website by providing improved performance, usability, stability and expanded service offerings. Phase 1, released in October 2006, focused on migrating the existing CS Online functionality from the old web site to the GT-X Customer Relationship Management (CRM) web framework. This aligned the web channel with the existing GT-X CRM application to ensure consistent service handling across both agent-handled and self-service web channels. Customer requests logged on the CS Online web site are now routed into the GT-X workflow as a Case to be processed, tracked and closed in line with defined service KPIs. Phase 2 was released in March 2007 and included an increased set of service types, with further enhancements taking place to the look and feel of the site. Asad was responsible for the following activities:

- Lead the Process Team (which comprised of about 2-6 people). The main responsibility was to execute Design and Testing;
- Manage other vendors on their delivery – these vendors included Graham Technology & other Eskom functional areas;
- Work planning, scheduling and management of changes/requirements including scope management;
- Project Management tasks which included issue and risk management, stakeholder expectation management, status reporting, control and resource management, project close-out; and
- Other activities included Knowledge Transfer to specific individuals and the Business Benefits Realisation Tracking.

Client: Eskom Distribution

Project: Customer Relationship Management – GT-X UBUSO

Role: Business Analyst Lead / Functional Manager / Process Lead

Project Duration: May 2004 to November 2006

Eskom is the South African Government electrical utility, and is the 5th largest in the world in terms of generating capacity and sales. The Customer Services group replaced their current CRM application with GT-X between March 2003 and October 2004. The design and architecture of the GT-X application requires support 24x7 and system unavailability could result in a significant impact on Eskom's ability to deliver efficient customer service. For this reason, the UBUSO Support Centre was also formed and therefore structured in a manner which maximises responsiveness to the needs of the business and ensures that interruptions to system availability are kept to a minimum. Asad was responsible for the following activities:

- Lead the Process Team (approximately 14 personnel which comprised of system analysts and developers) on the initial CRM application; and maintenance and support team. Activities included were to plan, analyse, design, develop, test and implement system functionality in seven different regions across the country;
- Lead the Testing Team (approximately 10 personnel which comprised of both project team members and business personnel) on the initial CRM application; and maintenance and support team. Activities included developing the testing plan, methodology, test scripts and test execution. Also played role of Release manager and assisted with deployment, migration, dress rehearsal and go-live;
- Lead the Process Team (approximately 14 personnel which comprised of system analysts and developers) on the 726 Project which was the amalgamation of 7 regional areas into 6 regional areas. This was entirely a different project and activities included were to plan, analyse, design, develop, test and implement changes to system functionality for the different regions across the country;
- Lead the Testing Team (approximately 12 personnel which comprised of both project team members and business personnel) on the testing effort of an online application called CSOnline for customers to access self-services on the web – this was entirely a different project and application which required to be developed from scratch. Activities included (see testing activities above)
- Involved in the all aspects of project management (which included planning, leading, organizing and controlling);
- Identify & enforce SLA as part of Service Management;
- Also supported the system after implementation with enhancements and bug fixes;
- Identified areas of potential business improvement and opportunities for Accenture; and
- Liaised with project sponsors and key stakeholders for approval and acceptance.

Client: Sun International

Project: Hotel Management Analysis

Role: Business Analyst

Project Duration: January 2004 to April 2004

Sun International was in the process of identifying a new system application to handle their hotel management practice. The project involved the architecture of the system deployment as well as the business processes to support such an application. Asad was responsible for the following activities:

- Identifying the key issues and problems faced by the hotel management sector of the business and recommending solutions for these problems;
- Recommendations for an appropriate technology enablement software to be used for hotel management; and
- Develop key business processes for the hotel management sector using best practices around the world.

Client: Eskom Corporate

Project: Human Resources Shared Services Business Case

Role: Business Analyst

Project Duration: November 2003 to January 2004

Generation and Distribution are challenged by a changing society, restructuring, competition, new regulatory rules, new entrants, and the continuing drive for low cost electricity at a time of falling excess capacity. The client therefore identified a

Human Resource Shared Services Unit as a way to reduce some of these costs. Accenture was asked to develop a 'blueprint' for this unit accompanied by a business case and roadmap for the implementation of such a unit into the organisation. Asad was responsible for the following activities:

- The development of an HR Shared Service delivery model 'blueprint' which included:
 - o Diagram and description of the target operating and service delivery models;
 - o Organisation structure to support the model; and
 - o Service framework/catalogue of services/processes provided by the shared service.

Client: Eskom Distribution

Project: Turnaround Programme (TAP)

Role: Business Analyst

Project Duration: February 2003 to November 2003

Eskom Central Region was in the process of highlighting areas in the business in which it could improve thereby saving the organization money in the long term. These areas included debt management and improved supply of electricity. It was intended that the outcomes from these investigations could lead to potential new opportunities in the business in which to explore further. Asad was responsible for the following activities:

- Lead the Capital Project Team (approximately 3 personnel) to identify and solve the problems in the capital project investment area;
- Validation of the capital project backlog and the identification of the bottlenecks in processes and human resources;
- Creating and capturing the Value Tree (areas which bring value to the business), packaging the material in a manner that facilitated effective work-shopping of the content with the business, eliciting changes and maintaining those changes;
- Aligning Central Region's Balance Scorecard with that of the Programme. The activities included gathering, analysing, identifying the complete and relevant set of KPI's for both the programme and Central Region. The outcomes of this gave the programme a better view of how to evaluate project success in the programme;
- Assisting the "Skills and Experience" project with interviews of the different departments to identify skills gaps and factors affecting performance and training needs;
- Assisting the "Data Quality" project to identify data related issues/problems in their systems. Gained an in-depth knowledge of the surrounding factors that influence the data problems in the Capital Programme and Project Engineering Department; and
- Development of a Blue Print which identifies Issues, Best Practices, Recommendations and Outcomes for the programme using best practices around the world. This Blue Print will also churn out possible further business opportunities for Accenture in the near future.

NAME OF ORGANISATION:

Dimension Data

<http://www.didata.com>

Company Industry:

Technology & Consulting

Dates of Service:

01 January 2001 to 31 January 2003 (2 years 1 month)

Position Held:

Business Analyst / Senior Consultant / Developer

Main Job Functions & Client Experience:

Clients: Anglo American PLC, National Brands LTD, Medscheme, Goldfields, Business Partners, Pretoria Portland Cement Company LTD, Hollard Insurance, Avis, Barloworld LTD, Eli Lilly, ABSA Group LTD and Nedbank Group LTD.

Asad was responsible for the following activities:

- Implementing, designing, maintaining, supporting, training Management Information Systems and configuring business intelligence applications for multimillion rand organisations. These applications focus on the balance scorecard;
- Delivered user training whereby benefits and features are taught to users in order to enable them to make better use of a new and improved system within the working environment;
- Project Management with some projects bringing those projects back on track and achieved target deadlines;
- Became the first consultant to become certified in the business intelligence software that is a worldwide-recognised achievement. Won a trip to a Skiing Resort in Aspen, USA.