

RESUME

PERSONAL DETAILS

Professional Body
SAQA Certified
Birthdate

Business Adviser IBASA
Master of Business Administration
06th September 1967



EXECUTIVE SUMMARY

Operations Director with twenty five years of experience in **Business Processes, Finance and HR Management, ERP Implementation and Human Resource Development**. Extensive background in assisting companies and clients in analysing, designing and implementing business solutions and best practices.

- High level of responsibility & integrity
- Energetic & enthusiastic
- Excellent interpersonal & leadership skills
- Exceptional organisational skills

PROFESSIONAL EXPERIENCE

Agilitude, Johannesburg, South Africa

Operations Executive

July 2014 – February 2015

- Agilitude is a company that provides Information and communication services specializing in Customer Experience Management by implementing a number of Cloud Based platforms including Salesforce.com, Zuora, Informatica Cloud.
- Responsible for Professional Services team including team billing
- Deploying Salesforce.com CRM solutions as well as Zuora subscription billing for customer projects
- Internal organisation

Max ASP Africa, Johannesburg, South Africa

Operations Director

March 2010 – May 2014

Max ASP GmbH, Ulm, Germany

Client & HR Director

June 2004 – February 2010

- Max ASP is a professional TeleSales and Inside Sales company, focused on B2B sales www.maxasp.com.
- Company setup and development - from 4 employees in Germany in 2004 to multi-national 140 employees today. 60 in Germany, 80 in South Africa and a project with 14 in Dublin.
- Responsible for Finances, HR, IT, Business Processes, ERP processes, Quality Assurance, Coaching, Project Management

Novasoft Consulting GmbH, Heidelberg, Germany

February 2002 to July 2003

SAP HR Consultant

- Evaluated HR processes for a 30,000-employee company in UK including SAP Personnel Administration, Organizational Management, Personnel Cost Planning and Benefits.
- Supported customer's HR management team during the project planning phase by providing initial product orientation.
- Created and moderated workshops and presentations for customers' HR Management Team (including Blueprint and Executive Summary for the Senior Management Team).
- Guided customer in building the core SAP Enterprise Structure and Organizational Management.
- Implemented three projects including Personnel Administration and Organizational Management in Great Britain, Personnel Administration and Payroll, Garnishment and Financial Integration in Germany.
- Created and facilitated SAP HR training for key users and end users.
- Created system documentation, including process flows for the HR system business capability, illustrating how system is to be utilized.

RESUME



SOUTHERN GERMANY

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HighQ^{IT}, Munich, Germany **Advisor / Project Manager**

August 1999 to April 2001

- Promoted to Project Manager and was recognized for providing excellent leadership and project knowledge.
- Developed business requirements, conceptual design and programming specifications as well as tested, implemented and trained on new business system including automated logistic processes and interfaces between logistics, sales, warehousing and purchasing.
- Developed e-Business strategies and functional concepts including integration of the BaaN IV back-end system. Implemented systems including e-Sales to support ordering for distributors via Internet, e-Collaboration to enhance cooperation with the supplier in the sense of supply chain management and established e-Procurement through a desktop purchasing system.
- Responsible for supporting and advising management team on system capabilities and managing manufacturing, materials management, distribution systems development projects and improvements.
- Coordinated with client's Senior Management team to develop Knowledge Management objectives.

Feinguss Blank GmbH, Riedlingen, Germany **Project Manager / IT Organization (1997 – 1999)**

October 1990 to July 1999

- Project Manager for reengineering processes from purchasing, material resource planning, external processing and inventory management to finance integration.
- Managed transition of the company's mold making unit into its own separate entity. Designed new business unit's accounting and intra company IT-processes.
- Responsible for supporting over 30 end-users in all business units on company's IT processes and applications. Developed training materials
- Project Manager for the company's Y2K project responsible for the supervision of seven-member project team. The Association of the German Automotive Industry VDA and the TÜV, licensed this Project.
- Project Manager for company's IT integration of the new European currency, the Euro. Trained sales, purchasing and accounting users on how to include new currency on purchase orders, invoices and accounts.

HR Manager (1994 – 1996)

- Managed 4-person HR team and provided ongoing leadership.
- Payroll management
- Recruitment and applicant management
- Provided employee-relation assistance and worked with all levels of the organization to resolve employee-related issues.
- Developed company's three-year apprenticeship program. Facilitated training on department functions, operations and coordinated hands-on learning. Mentored and coached student interns and assisted with exam and diploma preparation.

ERP Implementation Specialist (1990 – 1994)

- Responsible for ERP system selection and implementation of DIAPROD.
- Internal Project Manager for implementation from Sales, over HR to Finance
- Developed illustration of business processes with the ERP system and customized system environment and integration.
- Trained internal users on ERP system.
Developed training programs, materials, user manuals and facilitated training workshops.
- Supported end-users in all business units.
Provided trouble-shooting expertise to determine system, handling or technical problems.

IT SKILLS

Salesforce.com, SAP HR, BaaN IV, DIPAROD (ERP), Hyperion Essbase (MIS), Microsoft Office

LANGUAGES

German – mother tongue
English - fluent