

# DONALD FRASER

## SENIOR BUSINESS ANALYST & DELIVERY/OPERATIONS MANAGER

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### PROFESSIONAL PROFILE

I am a professional Business Analyst offering 24+ years' business analysis; process improvement; and operational, project and management experience in the financial services arena.

Being highly analytical, I have the ability to identify issues in a systematic manner and validate solutions with intelligent rationalisations. My innate problem-solving capabilities, articulate communication, and interpretation skills allows me to work collaboratively with stakeholders to provide solutions to intricate business challenges.

Always keeping abreast of new technologies and methodologies, I enjoy seeing the long-term benefits of my contributions, consistently ensuring that best-fit solutions are delivered with strategic alignment.

### PROFESSIONAL COMPETENCIES

- |                                |                             |                          |
|--------------------------------|-----------------------------|--------------------------|
| • Dependable self-starter      | • Strong problem-solver     | • Strategic analysis     |
| • Collaborative team player    | • Analytical aptitude       | • Business Analysis      |
| • Articulate communication     | • Attention to detail       | • UX Design              |
| • Team leadership & delegation | • Process improvement       | • Requirement analysis   |
| • Relationship management      | • Planning & prioritisation | • Process mapping        |
| • Stakeholder engagement       | • Reasoned decision-making  | • Solution design        |
| • Resilient under pressure     | • Adaptable & flexible      | • Project management     |
| • Fast learning ability        | • Time management           | • Operational management |

### QUALIFICATIONS, CERTIFICATIONS & RELEVANT TRAINING

- **Diploma in Project Management**, Damelin Management School, 2000
- **Design Thinking Masterclass**, Justin Farrell (D-School Stanford University), 2018
- **User Experience Design (UX)**, University of Cape Town, 2018
- **Agile Business Analyst**, Thinking Agile, 2017
- **Lean Six Sigma: Green Belt**, BMGI, 2017 (Exams completed)
- **Business Analyst Coaching & Mentoring for Better Performance**, George Washington University and ESI International, 2015
- **Transformation Expert**, Global University Alliance (LEAD), 2015
- **Masters Certificate in Business Analysis**, George Washington University and ESI International, 2014
- **Associate Certificate in Business Analysis**, George Washington University and ESI International, 2014
- **Senior Management Program (Nedbank)**, Gordon Institute of Business Science & University of Pretoria, 2011
- **Middle Management Program (Nedbank)**, Gordon Institute of Business Science & University of Pretoria, 2009
- **NCC Systems Analyst Workshop**, Softrain Consultants, 2003
- **A+ Support Engineer**, Damelin Computer School, 2000

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## FINANCIAL AND IT CAREER PROGRESSION

### NEDBANK (South Africa)

#### DELIVERY MANAGER (BUSINESS BANKING)

JUN 2018 - FEBRUARY 2021

- Assisting to define operational business requirements (KPI'S, SLA's processes and procedures, and reporting), thereby translating organisational strategy into functional strategy and assigning accountability
- Managing the delivery of services to stakeholders by establishing governance forums and by understanding, assessing and managing escalated risks associated with programmes and projects
- Ensuring effective optimisation of systems, processes and technology
- Implementing programme and project governance in alignment with project methodologies, processes and project disciplines
- Encouraging customer centricity by defining/developing tiered SLA's in order to improve delivery and cost efficiencies
- Ensuring optimal team delivery by considering and making amendments to processes, structures, operating models and business plans
- Identifying areas of resource inefficiencies and promoting optimisation through promoting multi-skilling and addressing capacity gaps by reviewing and improving work processes
- Managing branch budget through responsible budget planning and management
- Ensuring project execution of the end-to-end life cycle of all portfolio programmes and projects relating to the implementation of IT projects according to the project methodology and strategy
- Ensuring successful project delivery by escalating project issues, non-delivery conflicts and integration
- Executing innovation and technical projects through the Project Management Office

#### BUSINESS ANALYST SPECIALIST (GROUP TECHNOLOGY)

JAN 2017 - MAY 2018

Acting as Business Analyst Specialist on the Enterprise Data Project with key focus on Data Reservoir, including responsibility for:

- Scope definition
- Placing required changes into context
- Facilitating requirement gathering
- Managing time-lines
- Scope definition
- Placing required changes into context
- Facilitating requirement gathering
- Managing time-lines
- Process mapping
- Data mart design
- Using case mapping and creation
- Creating the data constraints document
- ERD drafting
- Change management
- UAT/Production assistance

### NEDBANK HOME LOANS BITE (South Africa)

#### SENIOR BUSINESS ANALYST CLIENT ON-BOARDING

AUG 2015 - DEC 2016

- Supporting Home Loans projects, ensuring that requirements drafted by the Business Analysts are accurate, aligned to the Home Loans strategy, and aligned to the correct BA methodologies (IE & OO)
- Managing daily system queries within the Home Loans production environment
- Managing requests received from the operational and branch environment, including managing of the request for service process, priority setting, allocation of resources and execution on the agreed requirements and time-lines as required by business
- Ensuring daily Process-, Production- and SOP support is achieved, including:
  - Mapping of new AS-IS process for the on-boarding channel
  - Acquisition (application to grant)
  - On-boarding (attorney instruct to registration)
  - Aftercare (maintenance/admin to cancellation/term-end)
  - Ensuring that time standards are in place and that activity-based costing is performed for each process
  - Ensuring that LEAN initiatives are identified during the AS-IS mapping
- Effectively managing people (26 people) and project resources
- Preparing and presenting departmental status at monthly MANCO and STEERCO meetings

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- Managing the end-to-end testing department, providing support for both projects and business as usual initiatives. (Core departmental actions include test planning, test pack creation, IAT, UAT and formal production release testing)

## NEDBANK HOME LOANS PPS (South Africa)

### SENIOR MANAGER AFTER-CARE SYSTEMS

2010 - JUL 2015

- Supporting the daily operations of the Home Loans production environment
- Drafting user requirements according to proper business analysis standards
- Managing requirements from development to delivery into the production environment
- Ensuring strategic alignment of department project deliverables in fast cycle developments
- Effectively managing people and project resources
- Preparing and presenting departmental status at monthly MANCO and STEERCO meetings

### SENIOR MANAGER SYSTEM SUPPORT AND CHANGE MANAGEMENT

2008 - 2010

- Providing outage support to users and ensuring swift resolution of severe issues
- Implementing pro-active measurements to reduce down-time in the production environment
- Applying proper change management principles to changes released in the production environment
- Effectively managing people and project resources
- Preparing and presenting departmental status at monthly MANCO and STEERCO meetings

## EARLY CAREER

Company	Role	Duration
Nedbank Home Loans PPS	Home Loans System Support	2006 – 2008
Nedbank Technology and Operations	Business Analyst	2003 – 2006
Nedbank Corporate (NedInform/NedExec)	Project Administration	2001 – 2003
Nedbank Corporate (NedInform/NedExec)	Team Leader Cash Management	1999 – 2001
Nedbank Corporate (NedInform/NedExec)	Data Capturer	1997 – 1999

## PROFESSIONAL REFEREES

- Referee contact details available on request.

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## HOBBY AND VOLUNTEER WORK

### Pidwa Conservation (Hoedspruit, South Africa)

Assistant Manager - Askari Conservation Program

JANUARY 2022 – JUNE 2022

- Management of the international volunteers and their day to day tasks
- Farm and building maintenance
- Game counts and animal tracking
- Trail walks and conservation lectures
- Support function to the Nyala, Buffalo and Sable breeding programmes
- Guest hosting

### Bushwise (South Africa)

Field Guide Trainee

MARCH 2021 to DECEMBER 2021

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• Introduction to guiding in the natural environment</li><li>• Creating a guided nature experience</li><li>• Geology</li><li>• Astronomy</li><li>• Weather and climate</li><li>• Ecology</li><li>• Taxonomy</li><li>• Biomes of Southern Africa</li><li>• Botany – trees and grasses</li><li>• Arthropods</li><li>• Amphibians</li><li>• Reptiles</li><li>• Fish</li><li>• Birds</li></ul> | <ul style="list-style-type: none"><li>• Mammals</li><li>• Understanding animal behaviour</li><li>• Conservation management and historical habitation</li><li>• Vehicle skills and basic mechanics</li><li>• 4x4 training</li><li>• Hospitality and hosting basics in a lodge environment</li><li>• Principles of anti-poaching</li><li>• Survival and navigation</li><li>• Viewing potentially dangerous animals</li><li>• Rifles and rifle handling</li><li>• Bush first aid skills</li><li>• Tracking (Cybertrack Track &amp; Sign)</li><li>• Wildlife photography.</li></ul> |
|--|---|

### FOPS (Friends of Pilansberg)

Volunteer

JANURAY 2020 – TO DATE

- General park maintenance
  - Road clearing
  - Alien species eradication
  - Historical site maintenance
  - Hide maintenance

### Field Guide and Back-up Guide (WESSA)

Field Guiding and Work Party Participant (Volunteer)

JANUARY 1992 – DECEMBER 2000

- Booking Management
- Trail walks
- Back-up ranger duties
- WESSA Work party participation:
  - Road clearing
  - Alien species eradication

## AFFILIATIONS, TRAINING AND OTHER REQUIREMENTS

- FGASA Apprentice Field Guide (NQF2), Bushwise, December 2021
- FGASA Apprentice Trails Guide, Bushwise, December 2021
- Bushwise Field Guide Course, Bushwise/FGASA, July 2021 to December 2021
- Nature Enthusiast FGASA Online Course, FGASA, April 2021
- Bushwise Online Field Guiding Course, Bushwise, May 2021
- Certificate in Anti-Poaching, Wildlife Campus, May 2021
- Certificate in Wildlife Management, Wildlife Campus, May 2004
- Senior Ranger, WESSA, 1996
- Junior Ranger, WESSA, 1992
- Code 08 Drivers licence and PDP
- FGASA Membership number 8911
- FOPS Membership number 875