# curriculum vitae

**Introducing**

## Personal details

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| **Full names:** | Venosha Ramdhin |
| **Position applied for:** | Project Manager |
| **Nationality:** | South African |
| **ID number:** | 8003110089089 |
| **EE Profile:** | African Female |
| **Languages:** | English |
| **Area of residence:** | Johannesburg |
| **Date of birth:** | 11 March 1980 |
| **Notice Period:** |  |
| **Rate/Salary:** | **R**  *(Bill rate to Nedbank which is inclusive of the pay rate to the Contractor)* |

## Executive summary

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| **Overview:** |
| I successfully completed a MBA and a BBA degree in Business Administration. I have also achieved my certification in PMBOK and Prince 2. My project management experience gained, were in the financial services, private IT companies as well as public, telecoms, and call centre industries.  I am an individual with a passion for growth and knowledge. I can take on a management and controlling role when required to. I cope well under stressful circumstances and am a timely orientated person.  Over the past few years, I have managed and completed various projects, coordinated various events, and ensured that all administration of documents were completed and up to date. I always give 100 percent effort to any task allocated to me. I am a focused individual who ensures that the projects I am responsible for are always managed, communicated, and adhere to the required timelines, cost, quality, and scope of the project.  The practical experience and exposure I have gained has assisted me to achieve my career roadmap, from project coordinator, Junior to Senior Project Manager to PMO Manager. This has made me adaptable to the various project methodologies, changes in different environments and to be familiar with latest technologies and trends such as Agile, artificial intelligence, ITSM and software asset management technologies. My strengths are the ability to engage with business and project resources and provide clear communication of the background and goal.  To achieve a successful project close, I ensure tracking and maintaining the delivery of a project using MS Projects and at times stand-up sessions with the project stakeholders. I also perform risk management to minimize the project risks and manage changes to the project scope, schedule, and costs through customer Change Management process.  My 18 years of experience and proven track record with abilities in roles such as a Project Manager (both Agile and traditional), and PMO Manager, in management consulting, implementation management, business consulting, and change management, has led me to effectively and successfully manage, develop, guide and coach a team of people when delivering projects .As a passionate Project Manager, with a good understanding of the software development lifecycle (SDLC), program/project management tools and techniques, I have recently completed an introduction to Agile Scrum training course and continuing to further my certification and gaining the experience of Agile on my current projects.  My current exposure to full agile projects is Scrum methodology and scrum ceremonies to facilitate on-time product delivery. Facilitating the adoption of Scrum principles, removing impediments, and establishing and cultivating relationships to build team focus and flexibility. |

## Qualifications

| **Qualification** | **Institution** | **Date** |
| --- | --- | --- |
| MBA | Management College of Southern Africa | 2018 |
| BBA Degree | Management College of Southern Africa | 2012 |
| Matriculation – Senior Certificate | Marlboro Gardens Secondary | 1997 |

| **Certificate/Training** |
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| |  |  |  | | --- | --- | --- | | **Name of Institution** | **Qualification** | **Period** | | Udemy - Online | Introduction of Agile & Scrum Certification Course | Current | | Master of Project - Online | Agile Scrum Training | August 2022 | |  |  |  | | Picourseware | Process Change Management | February 2015 | | PM Ideas | Change Management | September 2014 | | PM Ideas | Prince 2 (Foundation) | August 2013 | |  |  |  | | Damelin Midrand | Advanced Project Management | May 2008 | | Damelin Randburg | Certificate in Critical Skills of Project | October 2007 | | Damelin Midrand | Certificate in Essential of Project Management (PMBOK Principles) | June 2007 | | The Da Vinci Institute for Technology Management | Project Management Workshop | July 2006 - August 2006 | | Dangerous Goods Management | IATA/ICAO Dangerous Goods Management | August 2004 | | Intec College | PC skills certification | January – December 1998 | |  |  |  | |

## Career summary

| **Company** | **Position** | **Start date** | **End date** |
| --- | --- | --- | --- |
| Investec | Project Manager - Contract | 2022/02 | Current |
| Adams Adams | Project Manager - Contract | 2021/09 | 2022/01 |
| Multichoice | Project Manager - Contract | 2021/01 | 2021/08 |
| MTN | Project Manager - Contract | 2020/10 | 2020/12 |
| Blue Turtle Technologies | PMO Manager | 2017/05 | 2020/07 |
| Blue Turtle Technologies | Snr Project Manager | 2013/08 | 2017/04 |
| Nedbank | Snr Project Manager | 2011/04 | 2013/07 |
| Spescom DataFusion | Project Manager | 2008/10 | 2011/03 |
| Spescom DataFusion | Project Coordinator | 2008/04 | 2008/10 |
| Aricent | Project Coordinator | 2008/03 | 2008/05 |
| productONE | Project Administrator | 2006/02 | 2007/12 |
| productONE | Marketing Assistant/Telemarketer/PA | 2005/03 | 2006/02 |
| Abbott Murex Biotech | Export Assistant | 2003/02 | 2005/02 |
| Abbott Murex Biotech | Receptionist | 2001/01 | 2003/01 |

## Skills summary

| **Skill name** | **Skill level** | **Years** |
| --- | --- | --- |
| Delphix | 3 |  |
| Informatica | 3 |  |
| Flexera (SAM) | 3 |  |
| Ivanti (ITSM) | 3 |  |
| Remedy (ITSM) | 3 |  |
| Microsoft Office | 3 |  |
| Internet | 3 |  |
| CMS(Windchill) | 3 |  |

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| **Skill level key** |  |
| Appropriate training only | 1 |
| Limited practical experience | 2 |
| Solid practical experience | 3 |
| Extensive experience | 4 |
| Expert | 5 |

## Detailed career history

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| **Company name** | Investec | | |
| **Job title** | | **Start date** | **End date** |
| Project Manager | | 2022/02 | Current |
| **Summary** | | | |
| • Defining the project’s schedule and scope while balancing this with timely and regular value deliveries, and organizing and leading working and project status meetings  • Helping the team achieve a high level of performance and quality, holding teams accountable for their work, removing obstacles, and mentoring less experienced team members’  • Delivering Agile projects that offer outstanding business value to the users  • Supporting the product and application owner’s in managing communications with stakeholders, managing customer’s expectations for deliverables, and implementing an effective project governance system  • Ensuring each team member is making a meaningful contribution and fully engaged in the project  Clients and Solution:  • RA Enablement (Waterfall)  • Automation of the Mortgage Originator Application Channel (Scrum)  • Automated Vanilla Credit Decisioning (Scrum)  • Automated Property Valuation Process (AiVM) (Scrum) | | | |
| **Reason for leaving** |  | | |

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| --- | --- | --- | --- |
| **Company name** | Adams Adams | | |
| **Job title** | | **Start date** | **End date** |
| Project Manager | | 2021/09 | 2022/01 |
| **Summary** | | | |
| • Develop best practices and tools for project execution and management  • Direct and manage project development from beginning to end  • Define project scope, goals, and deliverables that support business goals in collaboration with senior management and stakeholders  • Plan and schedule project timelines and milestones using appropriate tools  • Develop full-scale project plans and associated communications documents  • Track project milestones and deliverables  • Delegate tasks and responsibilities to appropriate project stakeholders/resources and 3rd party service providers  • Identify and resolve issues and conflicts within the project and project team  • Effectively communicate project expectations to team members and stakeholders  • Liaise with project stakeholders on an ongoing basis  • Determine the frequency and content of status reports from the project team  • Proactively manage changes in project scope, identify potential risks, and devise contingency plans  **Clients and Solution:**  • SQL Upgrade – Upgrade SQL server to latest version  • Scanning Project – Scanning of files on allocated floor to ensure office space is available  • NetDocs – POC of document management system  • CRM Upgrade – Version upgrade of CRM  • Patricia Upgrade – Version upgrade of Patricia from 5.9 to 6.0 for Trademarks & Patent departments  • Data Classification & Labelling – Business enablement for POPIA – adding Sensitivity & Confidential” tabs to document (Word, Excel & PowerPoint, and Outlook | | | |
| **Reason for leaving** | Family Responsibilities | | |

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| **Company name** | Multichoice (Africa Projects PMO) | | |
| **Job title** | | **Start date** | **End date** |
| Project Manager | | 2021/01 | 2021/08 |
| **Summary** | | | |
| ▪ Define, mobilize, and drive large projects  ▪ Manage key interdependencies and complexities closely and ensure these are communicated and understood across the business  ▪ Assist with transformation processes  ▪ Project operations  ▪ Manage scope, schedules, deliverables, communication, and risks while ensuring quality compliance and adherence with methodology and templates  ▪ Oversee resources supporting projects and strategic support efforts  ▪ Support management of third-party consulting support  **Clients and Solution:**  • DStv via Streaming – Online streaming for Africa clients  • Clarity on Mobile – Channel Partners to sell products optimally via Android or IOS devices | | | |
| **Reason for leaving** | Due to company budget constraints, contract duration reduced. | | |

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| **Company name** | MTN | | |
| **Job title** | | **Start date** | **End date** |
| Project Manager | | 2020/10 | 2020/12 |
| **Summary** | | | |
| ▪ Project manage and create project plan for migration tasks  ▪ Track project task to completion  ▪ Provide project status updates weekly  ▪ Maintain regular contact with stakeholders  ▪ Update and list project issues  ▪ Maintain project resources relationship  ▪ Follow through project life cycle of each project and maintain (communication, risk, minutes etc.) – Introduce to Agile approach  ▪ Work with 3rd party vendors on projects  ▪ Ensure proper document control and completion i.e., check list, time sheets  **Clients and Solution:**  • MTN – Moving of customer APN from Legacy to Zsmart system | | | |
| **Reason for leaving** | Contract ended. | | |

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| **Company name** | Blue Turtle Technologies | | |
| **Job title** | | **Start date** | **End date** |
| PMO Manager | | 2017/05 | 2020/07 |
| **Summary** | | | |
| ▪ Functional leader of project delivery and governance across the organisation  ▪ Prioritise tasks, set deadlines and assign staff to various deliverables  ▪ Provide advice and guidance, monitoring and assurance, support, and education with respect to programs, projects, and their delivery  ▪ Lead the implementation and management of portfolio, programs and project governance frameworks and development of appropriate reporting tools which deliver value  ▪ Ensure that all processes related to project completion are carried out in the most efficient and effective manner  ▪ Preparing resource plans and the monitoring and reporting of project outcomes  ▪ Develop project portfolio methodology, processes, templates, and governance  ▪ Coach and mentor project managers  ▪ Complete management reporting for assigned projects  ▪ Effectively resolve risks and issues with various project stakeholders  ▪ Manage and control accurate budgets & forecasting for all projects  ▪ Track and provide probability reports to the management team  ▪ Follow up and manage project invoicing  ▪ Provide supportive leadership, motivating and directing staff as they work  ▪ Establish and maintain close working relationships with internal and external stakeholders  ▪ Maintain customer liaison  ▪ Agile implementation on project  ▪ Liaise with Bid office to provide estimated plans, SOW, costing for PMO professional services for tenders  **Clients and Solution:**  • Sun International - Remedy solution  • BWE – Document Management tool  • Absa – Chatbot  • DHL – Ivanti solution | | | |
| **Reason for leaving** | Retrenched due to company financial decision. | | |

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| **Company name** | Blue Turtle Technologies | | |
| **Job title** | | **Start date** | **End date** |
| Snr Project Manager | | 2013/08 | 2017/04 |
| **Summary** | | | |
| ▪ Scoping of projects  ▪ Track project task completion  ▪ Assist the with financial evaluations  ▪ Manage budget control of projects  ▪ Timesheet Management  ▪ Provide project status updates and weekly management reports on all projects  ▪ Maintain regular contact with clients  ▪ Update and list projects and issues  ▪ Maintain customer liaison  ▪ Update and create project plans and Project timelines (follow up on Project Status)  ▪ Follow through project life cycle of each project and maintain (communication, risk, minutes etc.)  ▪ Work with 3rd party contractors on projects  ▪ Ensure proper document control and completion i.e., check list, time sheets  ▪ Manage multiple (5 – 8) projects at a time, with different budget and duration  **Clients and Solution:**  • FNB – Flexera solution (Asset Management Software)  • Department of Rural and Land Reform – HEAT solution (Incident, Helpdesk software)  • Standard Bank – Remedy solution (Incident, Helpdesk software), BCO (Capacity Management solution) BPPM (Monitoring tool)  • Kansai Plascon – HEAT solution (Incident, Helpdesk software)  • Nigeria NLNG – Remedy solution (Incident, Helpdesk software)  • Sasol – HEAT solution (Incident, Helpdesk software)  • MTN Cameroon – Remedy solution (Incident, Helpdesk software)  • Group 5 – HEAT solution (Incident, Helpdesk software)  • Webber Wentzel – HEAT solution (Incident, Helpdesk software)  • Investec - Flexera FNMS  • Bayport - HEAT solution  • DBSA - Flexera FNMS  • Sun International - Remedy solution  • AGSA – Datamasking  • AGSA Flexera FNMS Parasoft  • MMI – Delphix  • JSE – Delphix  • T-System - Flexera FNMS | | | |
| **Reason for leaving** | Promoted to PMO Manager. | | |