**Contact Details**

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| --- | --- | --- | --- |
| **Full Names:** | Amorita van den Heever | **Title:** | Miss |
| **Email Address:** | amorita@vodamail.co.za | | |
| **ID Number:** | 631118 0043 080 | **Date of Birth:** | 18 November 1963 |
| **Nationality:** | South African | **Race and Gender:** | White, Female |
| **Marital Status:** | Divorced | **Previous surname:** | van den Heever |
| **Drivers License:** | Yes, Code EB | | |
| **Passport:** | Yes, expire 10/07/2015 | **Visa:** | USA expires 31/08/2015 |
| **Postal Address:** | P.O. Box 71992, Die Wilgers, 0041 | **Residential Address:** | Faerie Glen, Pretoria |
| **Cell Number:** | +27 82 826 1726 | **Telephone Number (h):** | +27 12 991 4720 |
| **Other Pertinent Info:** | Will travel, but cannot relocate | | |

**Language Efficiency**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Language** | **Read** | **Write** | **Speak** | **Home Language** |
| Afrikaans | Good | Good | Good | Yes |
| English | Good | Good | Good | No |

**Skills Matrix**

|  |  |  |  |
| --- | --- | --- | --- |
| **Skill** | **Years** | **Skill Level\***  **(1- 5)**  **5 = Expert** | **Last Used** |
| **Methodologies** | | | |
| BABOK | 20+ | 4 | current |
| **Databases** | | | |
| Adabas | 7 | 3 | 1998 |
| DB2 | 3-4 | 3 | current |
| IMS | 4-5 | 3 | 2007 |
| IDMSX (522) | 15+ | 5 | 2004 |
| **Languages** | | | |
| Cobol (Cobol 2, Cobol 85, Microfocus, Acu-Cobol-GT) | 28+ | 5 | current |
| HTML | 1 | 1 | 2001 |
| Java | 1 | 1 | 2001 |
| Java Script | 1 | 1 | 2001 |
| Lotus Notes | <1 | 1 | 2005 |
| SCL | 15+ | 5 | 2004 |
| SQL | 3-4 | 1 | 2002 |
| AM | 15+ | 3 | 2004 |
| JCL | 4-5 | 2 | 2007 |
| DDS & DDCL (850) | 15+ | 5 | 2004 |
| **Hardware** | | | |
| IBM Mainframe (S370, OS390, zOS) | 4-5 | 2 | 2007 |
| PCs (Intel) | 18+ | 4 | current |
| ICL Mainframe (VMEX) | 15+ | 5 | 2004 |
| HP (Linux) | 4 | 3 | current |
| **Operating Systems** | | | |
| S370, OS390, zOS | 4-5 | 2 | 2007 |
| Windows (all versions, incl 7) | 20+ | 4 | current |
| VMEX | 15+ | 5 | 2004 |
| Red Hat Linux | 4 | 3 | current |
| **Software Packages** | | | |
| MS Office (all versions, incl 2010) | 20+ | 5 | current |
| Lotus Smart Suite (97) | 7-8 | 3 | 2006 |
| Rational Software - RUP, CC, CQ, Rose (2003) | 2-3 | 3 | 2006 |
| **TP Monitors** | | | |
| CICS | <1 | 0 | 1998 |
| IMS DC | 4-5 | 3 | 2004 |
| TPMS (850) | 15+ | 5 | 2004 |
| **Editors** | | | |
| Roscoe | 3-4 | 3 | 1987 |
| TSO / ISPF | 5-6 | 3 | current |
| UltaEdit, EditPlus, Textpad | 10+ | 5 | current |
| **Other IT Skills** | | | |
| Business Analysis / BABOK | 20+ | 5 | current |
| Systems Analysis | 25+ | 5 | current |
| Call System Management | 16 | 5 | 2006 |
| Change Management | 20+ | 5 | 2007 |
| Client Relationship Management | 16 | 5 | 2006 |
| Develop Training Courses & Materials | 13 | 3 | 2004 |
| Project Management | 10 | 5 | 2004 |
| Quality Assurance | 10 | 4 | 2007 |
| Quotes & Costing Analysis | 10 | 5 | 2007 |
| System & Database Design | 25+ | 5 | 2007 |
| Training / Lecturing | 16 | 4 | 2007 |
| Vendor Management | 4 | 4 | 2006 |
| Technical Writing | 25+ | 5 | current |
| Test Planning & Design | 25+ | 5 | 2007 |
| **Business Applications** | | | |
| Insurance (in-house M&F) | 15+ | 5 | 1998 |
| Defence Logistics (in-house Infoplan) | 3-4 | 5 | 1987 |
| Millennium Software (Dun & Bradstreet) GL, AR & AP | 2 | 4 | 2000 |
| HR System (in-house Goldfields) | 4 | 5 | 2004 |
| Payroll System (in-house Goldfields) | 4 | 5 | 2004 |
| Experian | <1 | 3 | 1998 |
| Micro Lenders Admin System (in-house CCB) | <1 | 5 | 2008 |
| Mortgage Loans (in-house ABSA) | <1 | 4 | 2007 |
| Employee Benefits (in-house ING) | 4 | 4 | current |
| OMNI System (Sunguard) | 4 | 2 | current |

**Education & Qualifications**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification** | | ***Institution*** | ***Date*** |
| Matric | | Academia Hoërskool, Windhoek, Namibië | 1981 |
| **Certificate No: 027775** | | **Exam No: 441683** | **Symbols** |
|  | **Subjects:** | Afrikaans (HG 1ste Taal / 1st Language) | D |
|  | | Engels/English (HG 2de Taal / 2nd Language) | B |
|  | | Wiskunde/Mathematics (SG) | F |
|  | | Ekonomie/Economics (HG) | E |
|  | | Rekeningkunde/Accountancy (HG) | C |
|  | | Tik/Typing (SG) | C |

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| **Formal/Classroom Courses** | | | | |
| **Course Name** | **Date** | **Duration** | **Presenter** | **Location** |
| **COBOL Programming** | 05/1983 | 90 days | Comm. Of Admin | Pretoria |
| Introduction to Large System | 03/1984 | 5 days | Burroughs (SA) | Rosebank |
| Introduction to DMS 2 | 03/1984 | 5 days | Burroughs (SA) | Rosebank |
| VOLMAC Programming | 06/1984 | 50 days | Infoplan (Pty) Ltd | Pretoria |
| ROSCOE | 09/1984 | 5 days | Infoplan (Pty) Ltd | Pretoria |
| Introduction to JCL | 10/1984 | 5 days | Infoplan (Pty) Ltd | Pretoria |
| IMS DB/DC | 10/1984 | 5 days | Infoplan (Pty) Ltd | Pretoria |
| **Tetrarch 2 (System & DB Design)** | 10/1986 | 5 days | Comcon | Four Ways |
| TPMS Programming | 09/1988 | 5 days | ICL (SA) | Rosebank |
| IDMSX Programming | 12/1988 | 5 days | ICL (SA) | Rosebank |
| VME SCL Programming | 05/1990 | 5 days | ICL (SA) | Rosebank |
| Adabas Concepts & Facilities | 04/1992 | 2 days | SPL School | Sandton |
| MS Windows | 12/1994 | 2 days | The Learning Curve | Johannesburg |
| MS Word | 12/1994 | 3 days | The Learning Curve | Johannesburg |
| MS Excel | 03/1995 | 3 days | M&F Training Centre | Johannesburg |
| Lotus Notes | 10/1998 | 1 day | IBM | Sandton |
| Function Point Analysis Workshop | 11/1999 | 2 days | IBM | Sandton |
| Object Oriented Analysis & Design | 05/2001 | 2 days | Charter Training | Sandton |
| JAVA Programming | 05/2001 | 7 days | Charter Training | Sandton |
| VisualAge for Java | 05/2001 | 6 days | Charter Training | Sandton |
| Rational Suite | 06/2001 | 2 days | CCH | Sandton |
| **Business Modelling** | 06/2002 | 5 days | Mike King Courses | Randburg |
| IBM Global Services Method Fundamentals | 07/2002 | 1 day | IBM | Sandton |
| Lotus Designer Fundamentals | 03/2003 | 3 days | CS Holdings | Midrand |
| Lotus Application Workflow & Security | 03/2003 | 2 days | CS Holdings | Midrand |
| WebSphere Application Development | 09/2003 | 2 days | IBM | Sandton |
| SEI CMMI Staged Representation V1.1 | 09/2004 | 3 days | IBM | Sandton |
| Develop Softw. Projects with IBM Rational CC, CQ & UCM | 02/2005 | 1 day | Software Futures | Sandton |
| Manage Softw. Projects with IBM Rational CC & UCM | 02/2005 | 1 day | Software Futures | Sandton |
| IBM Rational ClearQuest Administration | 02/2005 | 3 days | Software Futures | Sandton |
| IBM Rational ClearCase Administration | 03/2005 | 2 days | Software Futures | Sandton |
| IBM Quality Assurance Assessor | 04/2006 | 3 days | IBM | Sandton |
| Introduction to Software Testing | 04/2008 | 1 day | IQ Business Group | Rivonia |
| Introduction to Process Methodology | 06/2008 | 1 day | IQ Business Group | Rivonia |
| Essential Skills for Business Analyst | 09/2010 | 4 days | IndigoCube & B2T | Hyde Park |
| Detailing Business Data Requirements | 11/2010 | 3 days | IndigoCube & B2T | Hyde Park |
| Detailing Process & Business Rule Requirements | 02/2011 | 4 days | IndigoCube & B2T | Hyde Park |
| **Business Analyst Certification Description: BA Certified** | 07/2011 | 10 days | IndigoCube & B2T | Hyde Park |

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| **Informal/Online Courses** | | | | |
| **Course Name** | **Date** | **Duration** | **Presenter** | **Location** |
| IBM IMS/DB Programming | 05/2004 | 2 days | IBM eLearning | Welkom |
| IBM IMS DB Mngr, Tran Mngr,DEDBs,Adv IMS Sys&DB2 | 05/2004 | 3 days | IBM eLearning | Welkom |
| OS390 – Introduction & MVS Concepts and Facilities | 05/2004 | 2 days | IBM eLearning | Welkom |
| OS390 MVS JCL, Intermediate & Advanced | 06/2004 | 3 days | IBM eLearning | Welkom |
| AMS Essentials | 06/2004 | 1 day | IBM eLearning | Welkom |
| IBM Global Services Method (AMS Professionals) | 07/2004 | 5 days | IBM eLearning | Welkom |
| Effective Selling & Leveraging Rational Profsnl Services | 02/2005 | 43.0 min | IBM eLearning | Sandton |
| Case Study of IGS Method & Rational Tools | 02/2005 | 55.0 min | IBM eLearning | Sandton |
| Rational Software Sales Enablement | 02/2005 | 40.0 min | IBM eLearning | Sandton |
| Essentials - Rational ClearCase UCM for IBM Teams | 02/2005 | 4.0 hrs | IBM eLearning | Sandton |
| Essentials - Rational ClearQuest for IBM Teams | 02/2005 | 2.0 hrs | IBM eLearning | Sandton |
| Get Started - IBM Rational ClearCase | 02/2005 | 2.0 hrs | IBM Rational Univ. | Sandton |
| Rational CC: Concepts&Terminology(WebSphere Studio v5 Users) | 02/2005 | 3.0 hrs | IBM Rational Univ. | Sandton |
| Principles - Softw Config Mngmnt with Rational CC & UCM | 02/2005 | 2.0 hrs | IBM Rational Univ. | Sandton |
| Essentials - IBM Rational ClearCase for Developers | 02/2005 | 2.0 hrs | IBM Rational Univ. | Sandton |
| Essentials - Rational ClearCase UCM for Developers | 02/2005 | 3.0 hrs | IBM Rational Univ. | Sandton |
| Essentials - Rational ClearCase LT for UCM and Windows | 02/2005 | 3.0 hrs | IBM Rational Univ. | Sandton |
| When Good VOBs Go Bad | 03/2005 | 2.0 hrs | IBM Rational Univ. | Sandton |
| Getting Started - IBM Rational ClearQuest | 02/2005 | 2.0 hrs | IBM Rational Univ. | Sandton |
| Principles - Defect & Change Tracking with Rational CQ | 03/2005 | 2.0 hrs | IBM Rational Univ. | Sandton |
| Mastering IBM Rational ClearQuest Designer 1.0 | 03/2005 | 3.0 hrs | IBM Rational Univ. | Sandton |
| Mastering Import/Export IBM Rational ClearQuest Data | 03/2005 | 2.0 hrs | IBM Rational Univ. | Sandton |
| Principles of Rational Unified Process | 03/2005 | 3.0 hrs | IBM Rational Univ. | Sandton |

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| **Soft Skills** | | | | |
| **Course Name** | **Date** | **Duration** | **Presenter** | **Location** |
| Situational Leadership (followers) | 07/1986 | 5 days | Infoplan (Pty) Ltd | Pretoria |
| Situational Leadership (leaders) | 08/1987 | 5 days | Infoplan (Pty) Ltd | Pretoria |
| Conflict Management | 08/2000 | 2 days | Dynamic Growth Training | Randburg |
| Coaching | 11/2003 | 2 days | IBM | Sandton |
| How YOU Can Improve Customer Satisfaction | 06/2004 | 1 day | IBM eLearning | Welkom |

**Summary of Skills**

I am a Certified Business Analyst, a Master COBOL programmer and a Systems Analyst. I am a very highly skilled and experienced Applications Development Specialist with full SDLC experience, including DB design, QA, Testing and Project Management. I have vast experience in technical writing, including training manuals. I also boast a strong working knowledge of OOD, web-based application design and the Rational toolset. Also included in my skillset is a wide range of other IT related skills, e.g. trainer, coach, resource deployment, vendor management, client relationship management and call centre management.

**Technical Skills**

I have 30+ years of experience in IT, with a wide range of technical skills and exposures, mainly as Analyst Programmer (Development & Maintenance), Systems Analyst and Business Analyst. In addition to my superior technical expertise as Cobol Programmer, I also have a wide range of other technical specialities as Database Administrator (IDMSX), Data Dictionary Administrator (ICL DDS), Online Services Manager (TPMS) and Technical Systems Programmer (VMEX).

**Business / Functional Skills**

I count amongst my many skills the functional business knowledge I have acquired over the years in Defence Force Logistics (supplies for R&D projects, personnel, ammunition and medical), Motor Industry (stock control and business processes), Short-term Insurance (policy administration, agents’ commissions and re-insurance), Gold Mining (General Ledger, Accounts Receivable and Payable, HR, Payroll and Clocking) , Credit Bureau (credit scoring and consumer score keeping), Credit Collection (short and medium term loans), Mortgage Loans, Pensions- and Investment Administration.

**Aspirations & Objectives**

I bring with me a wide variety of skills and general knowledge that would benefit a potential employer. I believe I can be best utilised in the positions of Business Analyst, Systems Analyst or Application Systems Manager (in both development and maintenance).

**Employment History**

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| **Izazi Solutions** | | | | |
| **Job Title:** | Design Analyst | | | |
| **Summary of duties:** | **SBSA Core Banking Transformation Project : Segmentation Work Package**  Investigating and documenting as-is customer segmentation data and system, designing and specifying to-be segmentation process. Specifying modifications to current legacy and future SAP systems to incorporate to-be requirements. Meeting with stakeholders and conducting workshops and jad sessions. | | | |
| **Sector:** | Information Technology | | **Division:** | Financial Services |
| **Period:** | **From:** | 27/08/2012 | **To:** | Current |
| **Remuneration:** | R710 400 ctc p.a. (R59200 p.m.) | | **Employment Type:** | Fixed Term Contract |
| **Technology:** | Aris, Business Analysis | | | |
| **Termination Reason:** | 3 month contract. | | | |

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| **IQ Business** | | | | |
| **Job Title:** | Senior Principle | | | |
| **Summary of duties:** | **ING Project**  **Cobol Developer**  **Period: 04.2008 – 06.2012**  Offshore code development and maintenance of the customer’s Cobol systems, which were generic applications applicable to all the customer’s clients, as well as applications to satisfy individual client requirements. Development tasks include investigation into the existing systems to determine the best courses of action; designing and writing of Technical and Functional Specifications; unit, system & integration testing of applications; and assistance to users during user acceptance testing and implementation.  **ABSA Anti-Bribery & Anti-Corruption Project**  **Business Analyst**  **Period: 03.2011 – 07.2011**  Collecting & collating progress and testing information on the Enhancement Phase of the ABC Project (process & procedure). This project’s objective was to implement the provisions and regulations of the bank’s new Anti-Bribery and Anti-Corruption Policy into the day-to-day activities of all staff members. My duties included ensuring that proof was supplied to the Policy Owner that these regulations were documented, implemented and tested in all relevant policies, processes and procedures.  **ABSA Enterprise Reporting Project**  **Business Analyst**  **Period: 11.2010 – 12.2010**  Gap analysis on the Enterprise Reporting project (application development). The project’s objective was to standardise all online reporting within the bank. This required each subsystem to produce output files in the CSF software format. I was required to investigate and supply a GAD and conversion AFS to map the existing output files to the input file layout of the CSF software. | | | |
| **Sector:** | Business Consulting | | **Division:** | Technology Enablement |
| **Period:** | **From:** | 01/04/2008 | **To:** | 30/06/2012 |
| **Remuneration:** | R504K ctc p.a. (R42K p.m.) | | **Employment Type:** | Fixed Term Contract |
| **Technology:** | Microfocus Cobol, DB2, Windows XP, Linux | | | |
| **Termination Reason:** | Fixed 6 month term contracts renewed bi-annually. IQ could not afford to renew my contract that expired on 30/6/2012 after the ING customer reduced the head count on their contract because of financial problems. | | | |

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| **Capital Computer Bureau** | | | | |
| **Job Title:** | Senior Cobol Developer | | | |
| **Summary of duties:** | Designing, re-designing, developing, coding, testing, implementing and maintaining the following systems:  Automated Banking System: creates and maintains debit order details of regular payment customers of the company's clients, eg insurance premiums, debt repayments; submits debit orders to banks for collection; processes unpaid returns.  Distributed Payment System: collects single amount from clients and distributes it into claim payments for insurance companies or salary payments for small employers.  Micro lenders System: administration of small, short-term cash loans for micro lender clients by producing loan agreement documents and facilitating the collection of payments by manipulating customers' salaries or alternatively submitting debit orders to the customers' banks. | | | |
| **Sector:** | Computer Software & Bureau Services | | **Division:** | Application Development |
| **Period:** | **From:** | 01/07/2007 | **To:** | 31/03/2008 |
| **Remuneration:** | R384K ctc p.a. (R32K p.m.) | | **Employment Type:** | Permanent |
| **Technology:** | Cobol (Acu-Cobol 7.2, Acubench 7.2), Windows XP, Windows Server 2003 | | | |
| **Termination Reason:** | The company’s owner changed the original terms of my employment to such an extend that it was no longer feasible for me to stay. | | | |

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| **ABSA Group** | | | | |
| **Job Title:** | Senior Developer | | | |
| **Summary of duties:** | BA duties included the following:   * + Business analysis and design on Mortgage Loans for NCA.   + Write Physical Design Specifications for developers from Business Design Specifications.   Write Physical Design Specifications for Developers from Business Design Specifications.  Write Technical Program Specifications from PDS.  Design & construct program code based on TPS.  Conduct unit tests as designated by System Test Plan. | | | |
| **Sector:** | Banking & Finance | | **Division:** | CIO – Mortgage Loans Development |
| **Period:** | **From:** | 01/08/2006 | **To:** | 30/06/2007 |
| **Remuneration:** | R200 p.h. (R384K ctc p.a.) (R32K p.m.) | | **Employment Type:** | Contract (managed by Gijima AST) |
| **Technology:** | Cobol, IMS, JCL, zOS, Microfocus Cobol, Crystal Reports, PVCS, Net Express | | | |
| **Termination Reason:** | Permanent employment; Location. | | | |

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| **IBM South Africa** | | | | |
| **Job Title:** | Senior IT Specialist | | | |
| **Summary of duties:** | Y2K project on General Ledger & Accounts Payable systems.  Application development & maintenance on HR & Payroll Systems.  Vendor managing of application systems suppliers.  Java application development with Rational & WebSphere.  Functional business analysis on Lotus Applications.  Business systems analysis duties included the following:   * + Functional business analysis on Lotus Applications to supply specifications for development of Leave & Overtime system of local authority in Polokwane. This required travelling to Polokwane for consultation with the client and eliciting their requirements.   + Business systems analysis on Payroll and HR systems of Goldfields Mining Company to produce requirement documents and specifications on all client requests for new developments, enhancements and changes. This required consulting the users to elicit their requirements, sometimes by running JAD sessions out at the mines or telephonic conversations.   + Gap analysis investigations and JAD sessions to map and specify conversion requirements for legacy Payroll & HR systems to the new replacement system which was developed by Solit. This required in-depth knowledge of both the legacy system’s data and business rules as well as those of the new ERP solution. I also developed and tested the programs, designed the testing plans and also parts of the implementation plan.   + Gap analysis and mapping conversion requirements were also done to map the Clocking Systems and their output and input files to the new ERP solution. This required travelling to the mines in West Wits and Free State to consult with the users on the functionality of the current clocking system and investigating the requirements of the ERP solution to find the common ground.   + Design and write: work instructions, training manuals, user manuals and specifications.   Project management.  Design & write work instructions, training & user manuals, specifications.  Systems design & specifications.  IT strategy planning.  Systems Analysis using RUP.  Lecturing COBOL, MS Office, Time Management, Call System Management.  Coaching team members (new & existing staff) and graduates.  Pre-sales technical presentations on Rational Software.  Customer training on ClearCase & ClearQuest.  After-sales technical assistance to Rational customers (on ClearCase, ClearQuest, RUP, etc).  Resource deployment for local, international & supplier resources at customer sites.  Negotiate & manage customer & supplier contracts (through Siebel, etc).  Business Process design & management (primarily using Lotus).  Business Area Management (acting capacity). | | | |
| **Sector:** | Information Technology | | **Division:** | SO-AMS & Software Group Services |
| **Period:** | **From:** | 01/10/1998 | **To:** | 31/07/2006 |
| **Remuneration:** | R 369K ctc p.a. | | **Employment Type:** | Permanent |
| **Technology:** | Cobol, IDMSX, TPMS, SCL, VME, ICL 595SX, Java, JavaScript, HTML, Lotus, IMS, O/S390, zOS, Rational Software | | | |
| **Termination Reason:** | Improving future career prospects; Increase in remuneration. | | | |

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| **TransUnion ITC** | | | | |
| **Job Title:** | Senior Analyst Programmer | | | |
| **Summary of duties:** | Worked on Credit Control system for Persetel’s Y2K contracted project. | | | |
| **Sector:** | Credit Bureaux | | **Division:** | Information Systems |
| **Period:** | **From:** | 01/07/1998 | **To:** | 30/09/1998 |
| **Remuneration:** | R105 p.h. | | **Employment Type:** | Contract (managed by Paracon) |
| **Technology:** | Cobol, Adabas, JCL, IBM O/S390. | | | |
| **Termination Reason:** | Contract concluded. | | | |

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| **Mutual & Federal Insurance (Pty) Ltd.** | | | | |
| **Job Title:** | Senior Analyst Programmer | | | |
| **Summary of duties:** | Application development & maintenance of various systems, e.g. Policy Administration, Agents Commission, Re-insurance, etc.  Project management.  Systems Analysis and Design.  Business Analysis duties included the following:   * Interviews and meetings with users to elicit enhancement and new development requirements for regular systems.   + Running JAD sessions with users to elicit requirements for the Policy Rerating Subsystem, writing the business requirements document, technical system design and program specifications.   + Running JAD sessions with users to elicit the requirements for the conversion of the legacy COBOL / IDMSX systems to the new Natural Adabas system that the company developed inhouse. This included designing the complete conversion system, writing all conversion business requirements, technical design documents, program specifications and testing plans. This was over and above doing the actual programming, testing and final running of the conversion when the new system was implemented.   Costing Analysis.  Database administration on IDMSX databases.  TP services management.  System software programming with SCL on ICL VME operating system.  Data Dictionary Administration.  Change Control & Quality Assurance Manager.  Design & develop change control & quality assurance processes, procedures, tools.  Design & write various standards manuals, user manuals, program specs.  Design & develop training materials.  Lecturing COBOL, SCL, IDMSX, TPMS, VME. | | | |
| **Sector:** | Short Term Insurance | | **Division:** | Information Services - Facilities |
| **Period:** | **From:** | 01/07/1997 | **To:** | 30/06/1998 |
| **Remuneration:** | R90 p.h. | | **Employment Type:** | Contract (managed by Paracon) |
| **Period:** | **From:** | 01/09/1988 | **To:** | 28/02/1997 |
| **Remuneration:** | R 7 400 p.m., M/Aid, PensFund, Staff Discount Insurance | | **Employment Type:** | Permanent |
| **Technology:** | Cobol, IDMSX, TPMS, SCL, VME, ICL 495SX. | | | |
| **Termination Reason:** | Better job prospects; Increase in remuneration. | | | |

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| **Software Sciences cc** | | | | |
| **Job Title:** | Senior Analyst Programmer | | | |
| **Summary of duties:** | Application development & maintenance of GJMC/COJ consumer accounts system.  Business analysis and system design for new Y2K consumer accounts system. | | | |
| **Sector:** | Information Technology | | **Division:** | GJMC MIS Contract |
| **Period:** | **From:** | 01/03/1997 | **To:** | 30/06/1997 |
| **Remuneration:** | R13 000 p.m., M/Aid, PensFund | | **Employment Type:** | Permanent |
| **Technology:** | Cobol, IDMSX, TPMS, SCL, VME, ICL 495SX. | | | |
| **Termination Reason:** | Company lost tender. | | | |

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| **President Motors** | | | | |
| **Job Title:** | Systems Analyst | | | |
| **Summary of duties:** | System analysis.  Application enhancement of Stock control system for Motor Spares. | | | |
| **Sector:** | Automotive | | **Division:** | Spares |
| **Period:** | **From:** | 01/05/1988 | **To:** | 30/08/1988 |
| **Remuneration:** | R30 p.h. | | **Employment Type:** | Contractor (independent) |
| **Technology:** | Olivetti PC, DOS | | | |
| **Termination Reason:** | Contract concluded. | | | |

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| **Allied Information Services (Pty) Ltd** | | | | |
| **Job Title:** | Analyst Programmer | | | |
| **Summary of duties:** | Application development of Mortgage Bond system. | | | |
| **Sector:** | Banking & Finance | | **Division:** | Mortgage Systems |
| **Period:** | **From:** | 14/01/1988 | **To:** | 12/04/1988 |
| **Remuneration:** | R5 500 p.m., M/Aid, PensFund | | **Employment Type:** | Probation |
| **Technology:** | Cobol, IMS, DB/DC, JCL, IBM S370. | | | |
| **Termination Reason:** | Probation terminated by company due to lack of finances. | | | |

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| **MNET Television** | | | | |
| **Job Title:** | Analyst Programmer | | | |
| **Summary of duties:** | To re-design work orders and decoders system converting it from PL/I and RPG3 to COBOL.  To create system documentation. | | | |
| **Sector:** | Electronic Media | | **Division:** | Information Services |
| **Period:** | **From:** | 06/10/1987 | **To:** | 21/10/1987 |
| **Remuneration:** | R5 000 p.m., M/Aid, PensFund | | **Employment Type:** | Probation |
| **Technology:** | RPG3, PL/1, Cobol, IBM DOS. | | | |
| **Termination Reason:** | Probation terminated by company because of employment equity policies. | | | |

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| **Infoplan (Pty) Ltd** | | | | |
| **Job Title:** | Analyst Programmer | | | |
| **Summary of duties:** | Application development & maintenance of Stock control & Project management systems for Defence Force client.  BA duties included:   * + Eliciting user’s requirements for the above and producing specification documents.   Project management of development projects, including quotations & costing.  Write operator and user manuals.  Client relationship management. | | | |
| **Sector:** | Information Technology | | **Division:** | Logistical Systems |
| **Period:** | **From:** | 01/06/1984 | **To:** | 05/10/1987 |
| **Remuneration:** | R4 600 p.m., M/Aid, PensFund | | **Employment Type:** | Permanent |
| **Technology:** | Cobol, IMS DB/DC, JCL, IBM S370. | | | |
| **Termination Reason:** | Increase in remuneration. | | | |

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| **Department of Environmental Affairs** | | | | |
| **Job Title:** | Programmer | | | |
| **Summary of duties:** | Training as Programmer.  BA duties included:   * + Eliciting user’s requirements for Warranties & Maintenance Contracts Control System.   Designed and developed programs for the above. | | | |
| **Sector:** | Government | | **Division:** | Information Systems Division |
| **Period:** | **From:** | 01/05/1983 | **To:** | 31/05/1984 |
| **Remuneration:** | R980 p.m., M/Aid, PensFund | | **Employment Type:** | Permanent |
| **Technology:** | Cobol, WFL, Burroughs Mainframe. | | | |
| **Termination Reason:** | Better job prospects; Increase in remuneration. | | | |

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| **ICL South Africa** | | | | |
| **Job Title:** | Data Control Clerk | | | |
| **Summary of duties:** | Data validations on Stock control systems, Debtors/Creditors, Payrolls (QPAC)  Collating information for Billing | | | |
| **Sector:** | Information Technology | | **Division:** | Bureaux |
| **Period:** | **From:** | 01/01/1982 | **To:** | 30/04/1983 |
| **Remuneration:** | R460 p.m., M/Aid | | **Employment Type:** | Permanent |
| **Technology:** | QPAC, ICL 2900, In-house developed Stock control system. | | | |
| **Termination Reason:** | Training opportunity offered; Better job prospects. | | | |

**Achievements & accomplishments**

Throughout my career I have been very successful at all the companies where I was employed. Some of my greatest achievements are:

1. At the Department of Environment Affairs, I did my first business requirements specification. I was also responsible for designing the system and writing the programs. I developed & implemented the Warranties & Maintenance Contracts Control System after a mere 3 months’ experience. The user of the system wrote a special commendation to my manager, stating that I was the first programmer they sent him who actually understood his requirements and not only promised to, but actually also delivered the system that I promised him. I was paid a merits bonus of R200 following this commendation.
2. At Infoplan, in the mid-eighties, I had my first exposure to technical writing when I was responsible for writing User Manuals. Eliciting user requirements from the System Owners also required a detailed quotation to be drawn up. At the time this had to hand written and submitted to the typing pool, which was very time consuming and tedious because one needed to check and re-check for typing errors. The turn around time on correcting these was 3-5 days. In order to save time and money for the company, I invented and developed an automated quote system on the IBM mainframe to compute quotation totals and produce a facsimile of the official quotation document, laser-printed on A4 paper. Since no PCs or word processing software existed in those days, it was all done utilising the IBM mainframe software and applications.
3. At M&F, I developed and implemented a quality and change control system, accompanied by a Change Control Standards Manual. There was no documentation standard in use at the company, so I designed the layout for this document from scratch. This resulted in the IT department adopting this design as the Documentation Standard. All new documents had to be written according to this standard while all existing documents were modified in accordance with this newly adopted Documentation Standard, including all Standards Manuals and Specifications.
4. I developed and lectured the Programmer Induction Course, using the above mentioned Documentation Standard. The course’s purpose was to introduce newly appointed programmers to the ICL VME technical environment and to the business of M&F.
5. I became more involved in Business Analysis, although it was not part of my job description. I conducted the JAD sessions, wrote all the specifications, designed, developed and implemented the systems. I also wrote all the technical and other documents according to the standard.
6. I planned and managed quite a few projects at M&F, in conjunction with doing the systems analysis, programming (development and maintenance), testing, quality control, change control and implementation. This was all in addition to my responsibilities as DBA.
7. At IBM, I utilised my BA skills as well since the company couldn’t employ a BA for the Goldfields systems I maintained. I did most of the Business- and Systems analyses, wrote all the technical and functional specifications, as well as doing all of the programming (development and maintenance), testing, quality control, change control and implementation and standby. I was on standby 24/7 for the last 2 years of the system’s life cycle.
8. The CIO of Goldfields wrote a memorandum to my manager stating that it is mainly because of the quality and excellence of my work that he will allow IBM to list Goldfields as reference, which at that time was the only outsourced customer account that they could list as reference.
9. Also at IBM, my technical writing skill was utilised again with the designing and writing of Work Instruction Manuals for the new Enterprise Service Management (ESM) Sytem, an internally used ERP solution developed by IBM. This system was released to IBM branches world wide without any accompanying documentation. I therefore had to design a new template for these work instruction manuals. This template was absorbed into the worldwide IBM Global Documentation Standards as the standard template for work instruction manuals. I also developed and lectured the training course based on these WIs to IBM Helpdesk and other support staff who were the main users of the system.
10. After I transferred to the Software Group division of IBM as Rational SME, I was involved in the writing of Statements of Work, which forms a basic contract for services between IBM and their customers. These included pricing and quotation requirements, quality control and authorisation approvals.
11. In addition to my responsibilities as Rational SME, I was also required to do Resource Management for Software Services. This mainly involved searching for and assigning suitable resources to customer contracts. These would have been either internal or external resources. Internal resources came from the local and international IBM offices and external resources came from IBM’s local and international Business Partners. This involved a lot of negotiation- planning- and time management skills, to most effectively utilise and deploy the available resources.
12. At IBM, during my tenure as Resource Deployment Manager, I was also responsible for reconciling the resources’ timesheets and invoicing the customers according. I also had to follow up with Billing to confirm payments were received. I developed and implemented the business processes, since Software Services was a new division and therefore there were no existing business processes.