# MICHELLE MOSTERT

## CONTACT INFO

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## SKILLS

- Project Management
- Scrum Master
- Jira
- Power BI
- SAP Analytics Cloud (SAC)
- SAP Datasphere
- SAP Signavio
- Change Management
- Smartsheet
- Documentation & Communication
- Technical Writing
- Capacity Planning

## PROFESSIONAL CERTIFICATES

**PRINCE2 Project Management**
Foundation ILX Group (London, UK)
06/2023

**Certified Scrum Master**
International Scrum Institute
(Switzerland) 03/2022

## ACADEMIC EDUCATION

**Honours in Counselling Psychology (Cum Laude)**
University of South Africa (South Africa)
01/2021 - 12/2021

**Honours in Management Information Science (Golden Key)**
University of Pretoria (South Africa)
01/2020 - 12/2020

**BIS in Information Science (Cum Laude)**
University of Pretoria (South Africa)
01/2017 - 12/2019

**BA in Psychology (Cum Laude)**
University of Pretoria (South Africa)
01/2016 - 12/2018

**Matric (Grade 12)**
Hoërskool Waterkloof
2011 - 2015

## LANGUAGES

- English (Native)
- Afrikaans (Native)

## PROFILE

In my professional journey, I draw inspiration from the timeless principles of Sherlock Holmes, infusing my work with a dedication to continuous learning and a passion for problem-solving. At my current workplace, I am commended for my ability to rapidly grasp new concepts independently, my exceptional organisational skills, my talent for simplifying and explaining complex ideas, and my ability to infuse humour into the work environment.

With a background in Project Management and Business Analysis, I have cultivated a reputation for delivering high-quality results with meticulous attention to detail and using unique combinations of methods to get to results. I approach tasks with a blend of critical thinking and strategic insight, always striving to simplify intricate challenges and present innovative solutions in a clear and engaging manner.

My interdisciplinary knowledge and skills in Business Analysis, Project Management, and SAP SAC, allow me to adapt seamlessly to dynamic environments, fostering a results-driven mindset and effective communication. I am dedicated to not only meeting but exceeding expectations, and I aim to bring this same level of dedication and enthusiasm to the workplace.

## EXPERIENCE - *Summary*

**Continuous Improvement Engineer**  Apr 2024 - Jun 2024
**KeyPhase Technologies** *(Agritech Industry)*
- Created and established an **Inventory Management system** from start to finish.
- Created and implemented 2x **Time Management systems** for the Developer and Operation teams. This gave 100% visibility into where the time goes and what to bill the customers on.
- Established a **Project Management system and Task Management process**. This gave 100% visibility to management, adding to streamlining projects and team co-operation.
- Developed FDS, TDS, and UAT process documentation.
- Wrote, process mapped, researched, and project planned a comprehensive IT Service Management (ITSM) framework.
- Built and optimised **Power BI** dashboards for both customers and internal company use.

*Notable achievements:* Created and implemented both Task Management & Inventory Management systems.

**Business Analyst - SAP Analytics Cloud Consultant**  Jan 2024 - Mar 2024
**BI Tech Consulting** *(External Consultant on Vivo Energy)*
- Develop dashboard proposals aligned with business requirements and data model requirements.
- Set up and provide SAP Analytics Cloud solutions, including delivering end user documentation, processes, and necessary training for the Project.
- Lead the design and implementation of **SAP Datasphere** and **SAP Analytics Cloud (SAC)** solutions, focusing on planning, forecast adjustments, and seamless integration with upstream processes, reports, and dashboards for the departments and regions.
- Conduct in-depth **interactions with international teams** to understand business requirements, facilitating the entire project lifecycle, including blueprinting, configuration, testing, support, and continuous enhancements.

*Notable achievements:* I have successfully developed, designed and implemented 2 major projects for Central Commercial & On-Time-In-Full departments internationally.

**Business Analyst**  Jun 2023 - Jan 2024
**BI Tech Consulting**
- I have worked on a project involving client interaction for the purpose of understanding requirements and developing tailored planning and reporting solutions in SAP BW & HANA.
- Advanced Analytics: Utilised predictive analytics and machine learning capabilities within SAP Analytics Cloud to forecast trends, identify anomalies, and optimise business processes.
- Document SAP processes and preparing progress reports, and develop How-To documents that are applicable to both internal teams and clients.

*Notable achievements:* I have successfully led the research & the completion of a Value Driver Tree project for a Mining company.

**Website Designer & Project Manager**  Mar 2023 - Aug 2023
**Credelex**
- Credelex aimed to expand its services in the online insurance sector, with a specific focus on catering to Mandarin-speaking business owners in South Africa. This project allowed me to showcase my skills in **web design, user experience (UX) design, and multicultural communication**.
- To connect with the Mandarin-speaking audience, I incorporated design elements that resonate with Chinese culture, such as colour choices, typography, and imagery.

*Notable achievements:* I have successfully delivered a user-friendly website that met client goals, improved user engagement, and expanded Credelex's target of Business Insurance Solutions in the Mandarin-speaking South African market.

**Business Process Analyst**  Oct 2022 - Mar 2023
**Ctrack**
- Used **As-Is and To-Be mapping and analysis** and Business Process Change Management maintenance.
- Validate As-Is process maps with stakeholders to ensure accuracy and completeness.
- Use information gathered during process interviews to inform the creation of realistic To-Be process maps.

*Notable achievements:* Implemented a Six Sigma initiative resulting in a significant reduction of process defects, with the main focus on automating Customer Onboarding and simplifying Call Center process.

**Project Administrator & Market Research Analyst**                    Mar 2022 - Oct 2022
**Ctrack**
- Led the research and analysis of new industry and market trends in the telecommunication and logistics industries.
- Designed and created the company training process based on internal gap-analysis. Implementation thereof resulted in more employees trained on the products and services, and it led to the development of a new LMS. Reported directly to CEO: analysed current business model and involved in the strategic identification of the new business model.
- Identified the new industry with a new customer pool - presented it to the investors.
- Led the continuous research and market analysis on corporate customer buying behaviour and competitor analysis.

_Notable achievement:_ Led the research and the development of the new disruptive business model - presented it to the executives in an actionable way.

**UX Content Writer**                                                  Feb 2021 - Sep 2021
**Private Individual**
- Collaborated with cross-functional teams to produce accurate, high-quality documentation for customers.
- Completed thorough research into assigned topics.
- Researched and wrote technical articles on psychology and personal development for Amazon online publications.
- Evaluated project requirements and content standards for each project to produce copy in line with creative structure.

_Notable achievement:_ Created and published 4 eBooks.

**Performance Management Analyst**                                     Feb 2020 - May 2020
**Horizon Global**
- Transformed existing processes and rebuilt the platform to optimise information utility and process efficiency.
- Evaluated diverse organisational systems to identify workflow, communication and resource utilisation issues.
- Leveraged on-site observation and personal interviews to identify team and individual strengths.
- Developed new processes of performance management of full-time and part-time workforce.
- Shared innovative ways to drive efficient team operations - presented it to the Managing Director with implementable steps.

_*Contract ended due to COVID-19._

## Interesting Previous Projects

Brainnest Consulting (Germany) - Project Management - International Volunteering (Complete management of a project for a merger, with focus on Change & Risk Management)

Annotate burial records for archaeologists - International Volunteering (Analyse and annotate18th-19th century burial records for archaeologists in London) St James's Burial Ground
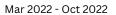
## Interesting Academic Facts About Me

I have 2 Honours Degrees:

1. _**Honours in BIS Information Science, with Cum Laude, for which I received an international Golden Key Award**_
2. _**Honours in Psychology, with Cum Laude**_

Alongside an Engineering Special Undergraduate Degree in Information Science with Cum Laude, and a Bachelor's Degree in Psychology with a Double Major in Ancient History, both with distinctions.

This showcases my unparalleled ability to synthesise seemingly disparate pieces of information into coherent and actionable insights. This has time and again proven instrumental in cracking the most challenging and enigmatic of life's cases. The combination of these diverse academic achievements has not only honed my analytical and technical capabilities but has also enriched my interpersonal and communication skills, facilitating seamless collaboration and effective leadership within interdisciplinary teams.

_**Do have a look at my website to see my other Professional Certificates - and for some fun reading too (Link can be found at the top left of my CV)**_