

Resumé



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Unique expertise

Experienced Project Manager in the Banking Industry for approximately eighteen years by using Agile and Waterfall methodology, in South Africa, Zambia, Mozambique, Tanzania and Angola. Wealth of knowledge and experience that relates to Programme Administration, Client Services, Training, Demand and Resource Planning as well as Data Capturing and Analysis.

Contributing ideas that work

Establishing and managing of a Programme Management Office. Building and maintaining of a Resource Database, including Resource Allocation for an entire department of approximately three hundred employees. Building of an Organisational Structures and Project Governance Dashboards. Defining and documenting of an end-to-end Project Management Process. Developing and managing of Status Reports. Compiling and updating of Training Manuals.

Experience that brings insight

Project Management ✦ Programme Support Management ✦ Agile Scrum Master ✦ Demand and Resource Planning ✦ Training: Trainer and development of training manuals ✦ Executive Personal Assistant ✦

Excellent Client Services ✦ Data Capturing and Analysis ✦ Credit Evaluation Assessor and Evaluator.

Industry Influence

Successes: Managed and implemented several projects successfully ✦ Nominated twice to attend a Recognition Dinner for outstanding client service delivery to a specific department at a Financial Institution ✦ Managed and delivered the successful opening of five retail banking branches and five sales kiosks within three months without a project team in Mozambique ✦ Build and maintain a very strong and lasting relationship with clients ✦ Awarded as the best Call Centre consultant by re-investing the most investments statistically during the period of Saambou being under Curatorship.

Proficiencies and certifications

Agile Scrum Certification ✦ CBAP to become certified Business Analyst Profession (Preparation) ✦ Advanced Project Management Certification ✦ PRINCE2 Foundation Certification ✦ Project Risk Management ✦ Project Management Fundamentals Certificate (PMBOK) ✦ Certification in Bookkeeping ✦ Personnel and Training Management Higher Certificate (with distinction) ✦ Professional Receptionist and Personal Assistant Certificate (with distinction) ✦ Nominated twice to attend the Recognition Dinner for outstanding client service delivery to the Legal department, (client) whilst working at a Financial Institution.

Innovation Through Collaboration