# **CANDIDATE EXECUTIVE SUMMARY**

# **PERSONAL DETAILS**

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| **Surname** | Ajodha |
| **First Names** | Denesh |
| **Nationality** | South African |
| **Identity Number** | 7106215200088 |
| **Race** | Indian |
| **Gender** | Male |
| **Home Address** | 10866 Jewel Street, Extension 13, Lenasia, 1820 |
| **Home Language** | English and Afrikaans |
| **Drivers’ License** | Yes |
| **Own Transport** | Yes |
| **Willing to relocate** | No |
| **Willing to work shifts** | Yes |
| **Contact Details** | +27 61 171 4764  <Mailto:Denesha@computicket.com> |
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#### EDUCATION AND TRAINING

##### ACADEMIC QUALIFICATIONS

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| **Qualifications** | **Name of Institution** | **Year Obtained** | **Subjects/Courses** |
| Grade 12 | Nirvana Secondary School | 1989 | English, Afrikaans, Geography, Business Economics, Accounting |
| B Tech Information Technology | Unisa | Current (1 Year left) |  |

##### NON-ACADEMIC QUALIFICATIONS

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| **Qualifications** | **Name of Institution** | **Year Obtained** | |
| Operating Hardware devices | In House Nedcor | 1993 | |
| Control of Job Processing A series | In House Nedcor | 1993 | |
| Entry to Data Centre | In House Nedcor | 1993 | |
| Basic Job coding | In House Nedcor | 1993 | |
| CICS/ MVS | In House Nedcor | 1993 | |
| Jes2 | In House Nedcor | 1993 | |
| Unix | In House Nedcor | 1993 | |
| Unix Advanced | In House Nedcor | 1993 | |
| Unix Admin | In House Nedcor | 1993 | |
| MVS Concepts and Facilities | In House Nedcor | 1993 | |
| Jes2 Advanced System Operations | In House Nedcor | 1993 | |
| MVS/ ESA Applying Advanced JCL Features | In House Nedcor | 1993 | |
| Introduction to Oracle | In House Nedcor | 1993 | |
| SQL and PL/ SQL Procedure Builder Database | In House Nedcor | 1993 | |
| Administration | In House Nedcor | 1993 | |
| People Skills | In House Nedcor | 1993 | |
| People Development | In House Nedcor | 1993 | |
| Where does time go? | In House Nedcor | 1993 | |
| Human Potential State of Mind | In House Nedcor | 1993 | |
| Working Together | In House Nedcor | 1993 | |
| Your Erroneous Zones | In House Nedcor | 1993 | |
| Influencing People Positively | In House Nedcor | 1993 | |
| How to Improve People Skills | In House Nedcor | 1993 | |
| Control M Basic | Verhoef Training | 1994 | |
| Control M Advanced | Verhoef Training | 1994 | |
| Parallel Sysplex | Verhoef Training | 1994 | |
| Storage Management | Verhoef Training | 1994 | |
| Microsoft Office 2000 | Unisa | 1999 | |
| Introductory Software Configuration Management | ConfigOnline | 2002 | |
| Practical configuration Management | ConfigOnline | 2002 | |
| Configuration Management Plan | ConfigOnline | 2002 | |
| Configuration Management Auditing | ConfigOnline | 2002 | |
| Software Configuration Management | ConfigOnline | 2002 | |
| Investment in Excellence | Rand Water | 2003 | |
| E-work Advanced Designer Principles | Rand Water | 2003 | |
| Manage Installation and Administration | Rand Water | 2003 | |
| CMII Phase 1 and 2 | ConfigOnline | 2004 | |
| CMII Phase 3 and 4 | ConfigOnline | 2004 | |
| CMII Phase 5 and 6 | ConfigOnline | 2004 | |
| CMII Certified | ConfigOnline (Underwritten by the University of Arizona) | 2004 | |
| ITIL Change | Foster Melliar | 2008 | |
| ITIL foundation | Foster Melliar | 2008 | |
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**Profile**

I wish to bring to your attention that I am an individual with great potential. My strength lies in my ability to be pro-active when a given task needs to be fulfilled. My personality is that of an extrovert and this contributes to being pro-active. I have the ability to set targets for myself, and also prioritise my work schedule in order to meet deadlines, and in some instances even exceed those targets that I have set. I do believe in teamwork, because being part of a team motivates me to play my part in accomplishing a team task. The relationship can be between an employee and en employer and also between the company and client. At all times the need to be honest is of utmost importance. I am fluent in English and Afrikaans. My strength lies in good communication skills and the ability to organize and prioritize. I regard myself as being self-motivated and hard working.

*RANGE OF EXPERIENCE*

Good Thinking Skills

Good Telephone Skills

Creative Thinker

Extensive IT knowledge

Health Care Knowledge

Leadership Skills

Resource Management

Governance

Team Work

Adaptability

**EMPLOYMENT HISTORY**

(***Starting with most recent employer***)

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| --- | --- | --- |
| **Employer** | Computicket | |
| **Nature of Business** | Entertainment | |
| **Position** | IT Change Manager | |
| **Dates of Service** | October 2015 to present | |
| **Responsibilities**   * **Implement the Change Management and Incident Management Process in line with the Group Policy** * **Write Procedures related to Change Management and Incident management** * **Liaise with Business and IT on changes** * **Final Approver for all changes** * **Manage and Chair the CAB** * **Ensure that software development has followed the right standards** * **Manage changes in the SDLC** * **Define and manage DSL** * **Liaise with the relevant parties around impact across areas** * **Send out communications to Medscheme SA when new functionality is introduced** * **Manage expectations from Project office around change deployment** * **Ensure that all changes being deployed have been successfully tested** * **Ensure that all incidents are logged and followed up on** * **Assisting with the setup of the new Service Desk solution for Medscheme** * **To ensure that UAT tests according to the business requirements** * **Oversee the UAT functions** * **Escalation point for any system outages – Incident Management**   **Incident Manager**  **Responsibilities**   * **Manage business expectations wrt to Incidents** * **Classify and communicate IT outages to business** * **Compile Root Cause reports relating to the Incident** * **Ensure that SLA’s are not threatened** * **Update the customer on regular basis on any progress** | |

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| **Employer** | Medscheme | |
| **Nature of Business** | Medical Aid | |
| **Position** | Business Change Manager | |
| **Dates of Service** | April 2012 to present | |
| **Responsibilities**   * **Implement the Change Management and Incident Management Process in line with the Group Policy** * **Write Procedures related to Change Management and Incident management** * **Liaise with Business and IT on changes** * **Final Approver for all changes** * **Manage and Chair the CAB** * **Ensure that software development has followed the right standards** * **Manage changes in the SDLC** * **Define and manage DSL** * **Liaise with the relevant parties around impact across areas** * **Send out communications to Medscheme SA when new functionality is introduced** * **Manage expectations from Project office around change deployment** * **Ensure that all changes being deployed have been successfully tested** * **Ensure that all incidents are logged and followed up on** * **Assisting with the setup of the new Service Desk solution for Medscheme** * **To ensure that UAT tests according to the business requirements** * **Oversee the UAT functions** * **Escalation point for any system outages – Incident Management**   **Incident Manager**  **Responsibilities**   * **Manage business expectations wrt to Incidents** * **Classify and communicate IT outages to business** * **Compile Root Cause reports relating to the Incident** * **Ensure that SLA’s are not threatened** * **Update the customer on regular basis on any progress** | |
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| **Employer** | Standard Bank – Corporate and Investment Banking |
| **Nature of Business** | Financial Institute |
| **Position** | Service Support Manager (Production Support, Change, Release and Configuration Manager, Vendor Management) |
| **Dates of Service** | July 2007 to Current |
| **IT Service Delivery Manager**  **Responsibilities**   * **Manage Outages within the Production environment** * **Liaise with various areas of support on a daily basis** * **Manage implementation of changes** * **Ensure SLA’s are met and managed** * **Build and maintain relationships with the various business units** * **Process improvement** * **Ensure that overnight batch jobs complete** * **Escalate any failures to the relevant teams** * **Results driven** * **Align to group strategies** * **Ensure the team morale is good**   **Change Management**  **Responsibilities:**   * **Receive, log and allocate a priority, in collaboration with the initiator, to all RFCs. Reject any RFCs that are totally impractical** * **Table all RFCs for a CAB meeting, issue an agenda and circulate all RFCs to CAB members in advance of meetings to allow prior consideration** * **Decide which people will come to which meetings, who gets specific RFCs depending on the nature of the RFC, what is to be changed, and people`s areas of expertise** * **Convene urgent CAB or CAB/EC meetings for all urgent RFCs** * **Chair all CAB and CAB/EC meetings** * **After consideration of the advice given by the CAB or CAB/EC, authorise acceptable Changes** * **Issue FSCs, via the Service Desk** * **Liaise with all necessary parties to co-ordinate Change building, testing and implementation, in accordance with schedules** * **Update the Change log with all progress that occurs, including any actions to correct problems and/or to take opportunities to improve service quality** * **Review all implemented Changes to ensure that they have met their objectives. Refer back any that have been backed out or have failed** * **Review all outstanding RFCs awaiting consideration or awaiting action** * **Analyse Change records to determine any trends or apparent problems that occur. Seek rectification with relevant parties** * **Close RFCs** * **Produce regular and accurate management reports** * **Assist with the re-engineering of all business processes across within Operations that effect change**   **Incident Manager**  **Responsibilities**   * **Manage business expectations wrt to Incidents** * **Classify and communicate IT outages to business** * **Compile Root Cause reports relating to the Incident** * **Ensure that SLA’s are not threatened** * **Update the customer on regular basis on any progress**   **Configuration Manager**  **Responsibilities:**   * **To define, implement and maintain a Configuration Management framework for Standard Bank Back office technologies. To setup a CMDB and maintain it. Responsible for all Configuration Management related activities** * **Analyse relevant existing Configuration Management practices in more detail and their interfaces to the Service Management processes, procurement and development** * **Analyse the capability of existing functions and staff involved in Configuration, Change and Release Management** * **Review configuration data held in hard-copy form, in local spreadsheets or in databases, and develop a conversion/loading strategy** * **Gather, refine, and gain agreement on requirements and functional requirements specifications** * **Develop vendor selection criteria for Configuration Management automation** * **Evaluate and select the CMDB and Configuration Management automation tools** * **Conduct audits on IT** * **Purchase and install the CMDB and other Configuration Management tools** * **Design the Configuration Management system in detail, including interfaces to Change Management, Release Management, other Service Management processes, procurement and development** * **Set up CI types, attributes, types of relationships, high-level CIs** * **Develop Configuration Management business processes and procedures that are integrated with the Configuration Management tools** * **Test the CMDB and other support tool(s) allowing sufficient time to rectify any problems even though Problems that are minor and will not affect the successful operation of the system need not be fixed before Configuration Management is implemented** * **Plan and provide secure storage areas to manage CIs (e.g. cabinets, controlled libraries and directories) in conjunction with Release Management** * **Develop and obtain agreement on roles, responsibilities and training plans** * **Communicate and train staff in both the importance and use of Change Management and Configuration Management**   **Release Manager**  **Responsibilities**   * Accountable for the overall quality of the Release Management process * Oversees design and ongoing maintenance of the Release Management process * Identification and provision of the necessary metrics for the process * Conduct ongoing process assessment of opportunities for improvement as suggested by metrics and customer feedback * Ensure that the people, process and technology aspects within the process are aligned * Ensure that process Critical Success Factors (CSF) are identified and that corresponding Key * Performance Indicators (KPI) are put in place * Ensure that necessary reports about the process activities and the process itself are generated, * communicated and that data contained in the reports is used to improve overall process efficiency and quality * Holds a holistic view of the organization as a whole and ensures proper alignment between * the Release Management process and the functional teams within ITS * Ensure that the required training is both available and utilized by the process team members * Act as the process champion in promoting the process to senior management * Ensure alignment with other ITS Service Management processes   **Vendor Management**   * **Liaise with vendors on current SLA** * **Ensure SLA’s are met** * **Contracts. Managing the intricacies of IT procurement.** * **Performance. Eliminating disruptions in customer service and internal operations, while ensuring the highest level of quality.** * **Relationships. Assessing the value of the entire partnership.** * **Risk. Evaluating and mitigating risk of potential impact.**   **Worked on the biggest server migration Project in South Africa.**  **Standard Bank migrated there servers to a newly built data centre and I was a key component in the Project on behalf of the CIB business unit. We successfully moved over 2000 servers during the project from various data centres to one data centre.** | |
| **Reporting Relationship** | |
| Reported To (Job Title) | Pieter Du Plessis |
| Number of Direct reports | 1 |
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**EMPLOYMENT HISTORY**

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| **Employer** | Rand Water |
| **Nature of Business** | Water Purification and Supply |
| **Position** | Change and Configuration Co-ordinator |
| **Dates of Service** | January 2002 to June 2007 |
| **Technologies** | SAP, Maximo, EDMS , Papertrail, MS Office1 |
| **Responsibilities**   * **CMII certification, which is under written by the Arizona State University in the USA** * **Has all certificates of the courses** * **Conduct Audits at various sites** * **Maintain a document database of integrity, which has over 66000 records** * **Co-ordinate change requests from their various sites and ensure implementation of changes** * **Convene meetings on the changes and also ensure that documents are updated once the change has been affected** * **Ensure that all sites are timeously notified about changes** * **Write and implement procedures and design change request forms for the Configuration Management team** * **Involved in the SAP DMS and PM design for Rand Water** | |
| **Reporting Relationship** | |
| Reported To (Job Title) | Floris Pretorius or Farouk Khan |
| Number of Direct reports | 2 |

**EMPLOYMENT HISTORY**

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| **Employer** | JSE Securities Exchange South Africa |
| **Nature of Business** | Financial Institute |
| **Position** | Senior Operations Analyst |
| **Dates of Service** | November 1999 to November 2001 |
| **Technologies** | MVS IBM/ Persetel mainframe, JET Systems, Market Works, Safex and Bond Exchange Ftp’s Unexcor Ftp’s |
| **Responsibilities**   * **Solve problems and handover reports** * **Report incidents** * **Liaise with production control, ops manager, tape library, unidata engineers, senior management and various other departments for problem reporting and feedback** * **Responsible for all hardware and software in operations when on shift** * **Ensure that the banks online system is up and running at all times** * **Attend management meetings to discuss new hardware and software, upgrades, testing, new programs etc** | |
| **Reporting Relationship** | |
| Reported To (Job Title) | Anton Vermaak |
| Number of Direct reports | 5 |
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**EMPLOYMENT HISTORY**

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| **Employer** | Khayalethu Home Loans |
| **Nature of Business** | Financial Institute |
| **Position** | Helpdesk Operations |
| **Dates of Service** | August 1998 to November 1999 |
| **Technologies** | A Series, Unix, 4Gen Unix Sco, 3430 NCR MOE, Office 2000, Unix, Corel Office 2000 Professional |
| **Responsibilities**  **Unisys A11 Mainframe**   * **Operate the Unisys A11 Mainframe, Monitor the Online System** * **Backups, Day End, Batch Work, etc** * **Run Reorg’s of The Database, Create Backup Tapes for Printing** * **Liaise with Laser Facilities to have printing done** * **Liaise with DBA, Programmers and Network Support** * **Liaise with Users regarding Printouts and Network Logins** * **Shutdown and Boot up the Mainframe, Database Reloads** * **Upgrade MCP, Daily Statistics Checks on Mainframe, Unix, Servers, etc** * **Monitor Utilization of Mainframe Resources** * **Maintain Disk Pack regarding space problems on various Packs**   **MOE 3430 Laps System (UNIX)**   * **Operate the Unix System, Batch Work and Backups, Reboot and** * **Shutdown Entire System, Reinstate Users on LAN, WAN Logins and** * **Passwords. Sort out other users problems.**   **FS-KHL FS-Master File Servers**   * **Daily Backups, Shutdown and Reboot Servers, Use Arcserve for Backups and Format/Erase tapes, Monitor System Utilization during the day**   **MS Office 2000 Professional (PowerPoint/Excel/Word) and Corel Office 2000 Professional (QPW/WP/PRES)**   * **Create Documents and update Management Reports** * **Do SLA’s as well as print and distribute to various Branches and Management. Internet Access, E-mail Users regarding work related problems and updates**   **Systems**   * **Unisys A-Series, Unix running Ncr Moe(Ncrmp-Ras Svr4 Unix)** * **Sco Unix running 4gen (Sco ver Fs2.0)** * **Sco Unix running Xgen (Sco ver Fs 2.0)** | |
| **Reporting Relationship** | |
| Reported To (Job Title) | V Naidoo |
| Number of Direct reports | 2 |
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**EMPLOYMENT HISTORY**

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| **Employer** | Shoprite Checkers |
| **Nature of Business** | Grocery store |
| **Position** | Senior Operations Analyst |
| **Dates of Service** | 6 Months Jan 1998- Jun 1998 |
| **Technologies** | MVS Persetel Mainframe |
| **Responsibilities** | |
| **Reporting Relationship** | |
| Reported To (Job Title) | Gavin Haste |
| Number of Direct reports | 5 |
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**EMPLOYMENT HISTORY**

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| **Employer** | Nedcor Bank |
| **Nature of Business** | Financial Institute |
| **Position** | Senior Operations Analyst / Change Control |
| **Dates of Service** | 3 Years – Feb 1993- Nov 1997 |
| **Technologies** | V Series Unisys, A Series Unisys, MVS, Risc 6000, Unix SQL Oracle 7.26, Alpha DEC, Hogan/ Unix financial systems |
| **Responsibilities**   * **Solve problems and handover reports** * **Report incidents** * **Liaise with production control, ops manager, tape library, unidata engineers, senior management and various other departments for problem reporting and feedback** * **Responsible for all hardware and software in operations when on shift** * **Ensure that the banks online system is up and running at all times** * **Attend meetings to discuss new hardware and software, upgrades, testing, new programs etc** * **Provide training to the staff and get them properly skilled to do the job** * **Ensure that all the tasks on shift are completed** * **Manager Junior Staff on shift** | |
| **Reporting Relationship** | |
| Reported To (Job Title) | Kuban Govender |
| Number of Direct reports | 0 |
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| **TECHNOLOGY / SKILLS EXPERIENCE** |

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| **LEVEL** | **DESCRIPTION** |
| **1** | **Had appropriate training only** |
| **2** | **Limited practical experience** |
| **3** | **Solid practical experience** |
| **4** | **Well versed; extensive experience** |
| **5** | **Expert; extensive experience** |

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| **TECHNOLOGIES/SKILLS** | | **MONTHS** | **LEVEL** | **LAST USED** |
| **Operating Systems** | **MVS** | **72** | **Expert** | **2003** |
| **A Series** | **72** | **Expert** | **2000** |
| **V Series** | **72** | **Expert** | **1994** |
| **Windows XP** | **60** | **Expert** | **Current** |
| **Databases** | **SQL** | **36** | **Intermediate** | **2007** |
| **MS Access** | **36** | **Expert** | **Current** |
| **Software Packages** | **Microsoft Word** | **72** | **Expert** | **Current** |
| **MS Excel** | **72** | **Expert** | **Current** |
| **MS PowerPoint** | **72** | **Expert** | **Current** |
| **SAP** | **24** | **Beginner** | **2007** |
| **Hardware** | **IBM** | **72** | **Expert** | **2003** |
| **Sun** | **72** | **Expert** | **2005** |
| **HP** | **72** | **Expert** | **2005** |
| **Unisys** | **72** | **Expert** | **1999** |
| **PC** | **72** | **Expert** | **Current** |