

RESUME MICHELLE PEARTON

Introduction

I have over 30 experience within the Information Systems & Technology industry and have worked with a broad range of clients in the public and private sectors within Southern Africa. Over the past 16 years I have worked as a Project Manager and have delivered successfully on a variety of complex IT projects across various industries. My qualifications specific to Project Management are:

- PMP Certified
- Prince2® Practitioner
- Advanced Project Management qualification from UNISA.

Qualifications

Degree(s), Diploma(s) or Certifications obtained
Certified Project Management Professional, 2017
Certified Prince2® Practitioner, 2011
Advanced Project Management, UNISA, 2004, with Distinction
Marketing Management (IMM endorsed), 1997, with Distinction
Certified Novel 3 Network Administrator, 1994
HP22807C System Operator Training, 1988
HP22801P A Programmers Intro to MPEV, 1989
HP51482P, HP-UX System Admin HP9000/800, 1990
HP-UX Fundamentals for Programmers, 1990
Intro to DOS, 1992
Advanced DOS, 1992

Summary of Professional Career History

Date	Organization	Role (Division) - Office
2011–current	ProjectWise	Sole Proprietor – Project Management services – contracted to various clients
2006 – 2010	PricewaterhouseCoopers	Senior Manager (Advisory: Performance Improvement) – Durban
2002 – 2006	PricewaterhouseCoopers	Manager (Advisory: Performance Improvement) – Durban



Date	Organization	Role (Division) - Office
2000-2001	Southern Focus	New Business Development Manager, Durban
1998-2000	The Computer People	Director, Durban
1995-1998	Sara Lee, Playtex	Key Accounts Manager, (Accessories), Durban
1994-1995	Sara Lee, Playtex	Sales and Marketing coordinator, (Accessories), Durban
1988-1995	Playtex	IT Administration Manager, (IT), Durban
1987-1988	Playtex	Junior Programmer, (IT), Durban
1986-1987	Playtex	System Administrator, (IT), Durban

Project Experience

Project	Period	Role
<p>eThekweni Transport Authority: Project Manager on the Go!Durban Integrated Public Transport Network Programme responsible for Integrated Fare Management System (IFMS), Project Integration of Intelligent Transportation Systems and Fleet Procurement.</p>	<p>(2014 – current)</p>	<p>Project Manager for implementation of an Integrated Fare Management System (IFMS) to meet the needs of the new Integrated Public Transport Network (IPTN) in the City of Durban. I have been responsible for the following key functions:</p> <ul style="list-style-type: none"> • Input into the tender specification for the IFMS; • Part of the evaluation team for the IFMS tender; • Preparation of all evaluation reports for the various bid committees; • Project integration function with all workstreams and internal Departments within the Municipality, and • Facilitation of the negotiations process for the tender. <p>The IFMS project involves the following key functions:</p> <ul style="list-style-type: none"> • Defining business rules; • Development of the system architecture; • User acceptance testing; • Development of policies and standard operating procedures; • Marketing and Communications; and • Change Management. <p>The fleet procurement project involves the following key functions:</p> <ul style="list-style-type: none"> • Determining fleet size and bus types • Development of an Empowerment Charter • Fleet specifications • Funding arrangements



Project	Period	Role
		<p>Key project management responsibilities for the above workstreams include:</p> <ul style="list-style-type: none"> Managing all phases of the project - initiation, planning, executing, monitoring and control and close-out, including: <ul style="list-style-type: none"> Defining Scope and managing change control; Managing resources; Managing issues and risks; Managing the budget; Managing project interdependencies; Integration with the change management workstream including stakeholder management, marketing and communications; Integration with other workstream such as operations and infrastructure; Management of testing and training; Managing the tender process for procurement of a suitable service provider; Compiling and managing Service Level Agreements; and Preparing progress reports and other related project documentation. Reporting to the Head: eThekweni Transport Authority and the Project Executive for Intelligent Transportation Systems. <p>Project Integration Manager for the Intelligent Transportation Systems for the IPTN:</p> <ul style="list-style-type: none"> Establish a direct reporting relationship among all parties setting expectations that all project vendors, service providers and Council human resources are responsible for and must work together to achieve the final deliverables. Ensure the project communication plan includes integration across all parties. Establish, before project work begins, an integrated project management plan covering project activities of all project parties



Project	Period	Role
		<p>(Council, service providers and 3rd party vendors). The plan shall be approved by and committed to by all project parties and include:</p> <ul style="list-style-type: none"> ○ Detailed descriptions of the activities necessary to define, prepare, integrate and coordinate all subsidiary plans into the project management plan. ○ Description of work to be performed by each party, expected deliverables and results, deliverable dates and project milestones, stage gates, risks and cross-vendor dependencies. ○ Meaningful service / performance levels ○ Accurate metrics to measure vendor performance, maintenance / support levels and response times <ul style="list-style-type: none"> • Facilitate review of Council procurement documents to ensure alignment with Council's procurement standards, terms and conditions. Engage infrastructure vendors and service providers involved in the software vendor procurement process as early as possible. • Facilitate review and technical response to questions from bidders during the procurement process. • Assure the completeness and clarity of the technical design of the solution.
<p>eThekwini Transport Authority: Project Manager for the implementation of an EMV Compliant Integrated Fare Management System for Public Transport services within the eThekwini Municipality</p>	<p>(2011 – 2014)</p>	<p>This project was one of the first of its kind in South Africa as a fully EMV compliant Fare Management System certified by the National Department of Transport. The system was successfully implemented on time and within budget and met the client's expectations.</p> <p>The project involved the following key functions:</p> <ul style="list-style-type: none"> • Defining business rules; • Development of the system architecture; • User acceptance testing; • Development of policies and standard operating procedures;



Project	Period	Role
		<ul style="list-style-type: none"> Establishment of the new operating model for maintenance and support of the system; Establishment of the new operating model for the revenue collection function. Training; Marketing and Communications; and Change Management. <p>Key project management responsibilities included:</p> <ul style="list-style-type: none"> Managing all phases of the project from initiation, planning, execution, monitoring and control and close-out <ul style="list-style-type: none"> Defining Scope and managing change control; Managing resources; Managing issues and risks; Managing the budget; Managing project interdependencies; Management of the "Change Management" workstream including stakeholder management, marketing and communications; Managing testing and training; Managing the tender process for procurement of a suitable service provider; Compiling and managing Service Level Agreements; and Preparing progress reports and other related project documentation. Reporting to the Head: eThekweni Transport Authority.
George Municipality: Consultant for EMV Compliant Integrated Fare Management System for Public Transport services within the Municipality	2013-2014	<p>Contracted via Transport Economic Support Services to provide the following services for the implementation of an EMV Compliant, NDoT Certified Integrated Fare Management System:</p> <ul style="list-style-type: none"> Development of Business Rules; Development of policies and standard operating procedures;



Project	Period	Role
		<ul style="list-style-type: none"> • Development of job descriptions for the revenue collections function; and • Review of the Service Level Agreement for the supply, installation and maintenance of the Integrated Fare Management System.
eThekweni Municipality: Project Management for the Revenue Management System project	2008 – 2010	<p>Project Manager for the implementation of a custom developed application for the Business Support Unit, involving:</p> <ul style="list-style-type: none"> • Initiation, Planning, execution, monitoring and control and close-out • Managing resources; • Managing issues and risks; and • Integration with change management, infrastructure, data, development, functional and training workstreams. <p>Reporting to Project Steering Committee</p> <p>The system went live successfully on time and within budget.</p> <p>Responsible for managing the Testing and Functional Threads involving:</p> <ul style="list-style-type: none"> • Preparing testing strategies for the following testing cycles: <ul style="list-style-type: none"> ◦ Beta ◦ Usability ◦ Batch Engine ◦ User Acceptance Testing; • Initiation, Planning, Execution, Monitor and control of all activities for the Testing and functional Threads; • Managing resources; • Managing issues and risks; • Managing testing defect resolution process; • Managing testing outcomes against test scenarios/test cases; • Integration with change management, infrastructure, data, development, functional and training workstreams.



Project	Period	Role
		<ul style="list-style-type: none"> Defining entry and exit criteria for testing cycles and managing progress thereof; <p>Reporting progress to Programme Director and Steering Committee</p>
Ithala: Banking System Selection Process	2007	<p>Engagement Manager responsible for conducting the entire process involving:</p> <ul style="list-style-type: none"> Conducting project initiation workshop with management; Creating a "Request for Proposal" template and reviewing the RFP; Establishing suitable evaluation criteria and weightings; Designing evaluation scorecard; Facilitating vendor interviews, system demonstrations and site visits; Conducting detailed evaluations; and Preparing final report to enable Ithala management to select a suitable banking system.
University of Botswana: Project Management for the initiation phase of the business process improvement project	2006	<p>Project Manager responsible for managing the project through the initiation phase to ensure that the project definition document and project plan was produced and accepted by key stakeholders. Also responsible for skills transfer to the PwC Project Manager responsible for managing the project execution and close-out.</p>
University of Botswana: Review of the use of the Integrated Tertiary System (ITS) at the University	2006	<p>Engagement manager responsible for reviewing the issues surrounding the use of the ERP system, namely ITS and making recommendations on how best to address the issues to ensure that the use of the system is optimized.</p>
National Department of Social Development: Implementation of a bulk processing registry and Management Information System within KwaZulu-Natal	2006	<p>Project Manager reporting to Senior PwC Manager. Key activities included::</p> <ul style="list-style-type: none"> Planning; Monitoring and controlling; Logging of issues and risks; Providing training and support.



Project	Period	Role
Walter Sisulu University: Merging of ITS	2006	Project Advisor for the upgrade of ITS system at the various campuses. Responsible for establishing the project structure for the WSU project, conducting planning, transferring skills and mentoring the locally based Project Manager and providing QA to ensure project delivered to PwC's project standards.
Mhlatuze Water: IT Outsourcing selection process	2005	Engagement Manager for an evaluation of a vendor proposal for IT Outsourcing.
South African National Blood Services: Restructuring of Support Services	2005	Project Manager, responsible for managing integration of the various workstreams, monitoring project status, reporting on project progress and ensuring that issues and risks are escalated to the appropriate personnel within SANBS. Also responsible for providing assistance with the research and recommendations on some of the deliverables.
Umgungundlovu District Municipality: IT Outsourcing feasibility study	2005	Engagement Manager for an IT Outsourcing feasibility study which included a review of the current situation of the IT environment, unpacking the qualitative aspects of outsourcing, providing a Cost-Benefit analysis based on insourcing vs. outsourcing IT services; and recommendations on the way forward.
University of Port Elizabeth: Upgrade of Integrated Tertiary Systems Student Administration, HR and Payroll systems from V10 to V12 and from V12 to V13, implementation of ITS V13 Finance system and merger of Vista and UPE Student Administration systems	2003 – 2004	<p>This project involved the upgrade of the Integrated Tertiary System from V10 – V12</p> <p>Independent external Project Manager responsible for:</p> <ul style="list-style-type: none"> • Initiation • Planning • Execution • Monitoring and controlling the tasks against time and budget • Controlling the project resources both human and financial • Managing all the risks, issues and dependencies.



Project	Period	Role
		<ul style="list-style-type: none"> Managing all key stakeholders Managing all phases of testing Managing the training. Project close-out. <p>The project was successfully completed on time, within budget and met the client's expectations.</p>
eThekweni Municipality: Desktop Software Standards review.	2003	Project Manager responsible for monitoring the tasks against time and budget, controlling the resources, managing all the risks, issues and dependencies and ensuring the quality and content of the final deliverable met the customer's expectations.
Durban Institute of Technology: Merging of Integrated Tertiary System		<p>Assistant Project Manager for merger of Human Resources, Payroll and Student systems. This was 12 - 18 month project. Responsible for managing the merging of the HR and Payroll systems and assisted the Programme Manager with</p> <ul style="list-style-type: none"> Planning Monitoring the tasks against time and budget Controlling the human and financial resources Managing all the risks, issues and dependencies Managing Business Acceptance Testing and Data Conversion Planning and co-ordinating the training.
SIKA South Africa: Implementation of Axapta	2002	Project Manager and Project Support Office for ERP system implementation. This was a 5-month project. Involved in the project initiation planning, execution, monitoring and control of the tasks against time and budget, managing all the risks, issues and dependencies and providing the Project Support Office function to the Axapta implementation team.

References

Mr. Thami Manyathi
eThekweni Transport Authority
082 081 0153

Dr. Andrew Aucamp
eThekweni Transport Authority
083 288 8770

Mr. Malcolm Joshua
eThekweni Municipality
083 461 5105

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