

## GUNDA SPINGIES

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### FORMAL EDUCATION

- 1990:** I matriculated from Union High School in Graaff-Reinet with a B-aggregate, receiving a distinction in English.
- 1993:** I completed my Undergraduate degree at Rhodes University majoring in English and Psychology.
- 1994:** I completed my Honours Degree in English at Rhodes University, achieving an upper-second class pass.

### RELEVANT TRAINING COURSES ATTENDED

- SAP Learning Solution (SAP LSO) Learning Portal and Content Player.
- SAP LSO Authoring Environment.
- Davis and Dean Project Management – Project Management Body of Knowledge.
- FSA – Contact Interaction Management.
- Negotiation Skills.
- Industrial Relations.
- Presentation Skills Training.
- Theory of Constraints – Critical Chain Project Management.
- Project Scheduler 8.

### WORK EXPERIENCE

#### **Current**

I am currently working on copy editing, proofreading and quality control, language polishing, PowerPoint presentation design and layout, course design and writing, instructional strategy, instructional design, voice artistry

#### **May 2007 – November 2008**

Instructional Designer and SAP Learning Solution (LSO) and e-Learning Project Manager

During April 2007 I was employed on a full-time basis by EPI-USE Learning, a SAP learning company and part of EPI-USE Africa, a SAP HR implementation and software development company.

Initially, my role was that of senior instructional designer for a number of client implementations, where I worked on-site at

EPI-USE Learning

the clients to design learning solutions and packages, to suit the different learning needs of the recipients of the SAP implementations. The solutions included e-Learning, electronic and paper-based. In addition I supervised the development of various learning courses and supervised and taught the trainers who would implement the training of the various training courses.

During 2008 I project managed various e-Learning projects for different clients. During this time I also project managed SAP Learning Solution (LSO) implementations at client sites.

**December 2006 – April 2007**

Contract worker  
Edcon

During this period, while I explored more permanent employment options I worked on a contract basis for Edcon's learning and instructional design department, designing and writing the following courses:

- Introduction of the National Credit Act to all Edcon store members.
- Timekeeping and time control metrics for all Edcon stores.
- Introduction to new store policies.
- Various courses to fulfil applicable Unit Standards.

**February 2005 – November 2006**

Project Manager

In 2005 I joined Riverbend Learning Services (RLS) as part of a restructuring exercise within the Riverbend Group in order to streamline all e-Learning work within the company. As a project

Riverbend Learning Services  
(RLS)  
(part of the Riverbend Group)

manager for RLS I performed the following on a daily basis: the control of budgets and invoicing, including the control of hours worked by all staff on a project to ensure efficiency and adherence to estimated internal budgets, and the invoicing of clients according to completed requirements; the completion of contractual requirements to timelines – the micro and macro management of project plans; staff management and motivation, both on a project basis as well as permanent staff who report to me; client liaison and account management. I managed projects ranging in duration from a year and a half to a few weeks, and managed projects ranging in size from one or two developers to a team of 18 developers (actionscript and html developers, designers and illustrators) and 40 external consultants (authors, translators and educational consultants). I managed projects requiring translation into every official language in South Africa, as well as into French (African French as well as European French) and Spanish. In the course of the execution of my duties I also regularly performed the following roles:

1. Instructional design of educational material for web-based and CD-ROM material, ranging in target audience from a Grade 1 Road Safety multimedia game to an adult NQF Level 4 business learning series. Examples are available on request.
2. Content editing and writing of numerous learning materials, as well as the writing of articles for publication.
3. Proposal and tender writing, from partial completion to full response to tender.
4. Presentations – the development and presentation of sales material to a target audience of potential and current customers as well as the presentation of other specialist material, for example, the presentation of SCORM workshops.
5. Quality control – the quality checking and quality assurance of project material through its various quality cycles.

**2003 – 2005**  
Content Manager

In 2003 I was appointed by Reusable Objects, an e-Learning company, to head up their e-Learning content development

Reusable Objects (part of the Riverbend Group)

studio. As content manager, I managed the staff operationally, project managed all content projects (in terms of deadlines, staff and client liaison, and managed external consultants), wrote proposals and tenders, performed sales presentations, and from time to time carried out instructional design and quality control. At times I managed up to twelve projects single handed.

In 2005 this company was restructured into a new company, Riverbend Learning Services, for which I was then employed.

**2002 – 2003**

Product Manager  
 Global Technology

Having successfully developed a knowledge management toolkit and established a knowledge management department to run smoothly, I was appointed to focus solely on the development and sales of the toolkit and its surrounding professional services. Clients are largely focused in the banking and financial services sector across Africa, Australia and Europe.

**2000 – 2002**

Business Manager  
 Global Technology

I designed and developed a business knowledge management toolkit. I developed a business strategy to market and sell the product within a set of knowledge management services, and I started up and developed a department of knowledge management content developers to customise and implement the toolkit and surrounding services. I managed projects not only in South Africa but for clients in Zimbabwe, Malawi, Swaziland and Australia.

**1997 – 2000**

Team Lead and Project Manager  
 DA Consulting Group

I was employed by DA Consulting Group as a technical writer and trainer, working up to team leader and eventually project manager. Our core operations involved documentation of systems (particularly SAP) and business processes, the creation of training manuals and face to face instructor-led and facilitator training. As a project manager my responsibilities included project/account management, account sales, technical writing and reviewing, training and technical support. Client sectors included banking and financial services, government, manufacturing and IT sectors.

**1995 – 1997**

Database Specialist  
 IBM South Africa

I was employed by the Direct Marketing division of IBM South Africa as a Database Specialist. I was responsible for the marketing databases for a selection of sales units within the company. Duties included query writing and mail merges.

**1995 – 1997**

Proof reader / Copyeditor  
 Freelance

I performed freelance proof reading and copyediting for Macmillan South Africa and various businesses, editing texts destined for Print publishing.

**1995**

National Worker  
Association of Catholic  
Tertiary Students

My duties included general administration, PRO work, media preparations, fundraising (nationally and internationally) and co-ordination of student Catholic groups throughout the country.

## SKILLS

Management and project  
management experience

I have an effective 10 years in management experience. I began my management experience as a team leader, which entailed the management of project teams working in the end user support industry, ensuring motivated and productive teams to perform effective, quality work. Over a period of time I was entrusted with the overall management of projects. This entailed the creation of project plans, client liaison, managing and meeting deadlines, bringing projects in on time and within budget, project budgeting and invoicing, management of time sheets and ensuring that good utilisation and profitability levels were met internally. At a point I was appointed head of a knowledge management unit and required to start up and develop a bespoke knowledge management department for an IT company. My duties here were to develop a knowledge management system that could be marketed internationally to existing and new customers, to set up the marketing and sales strategy for the product, develop and set up viable and value adding services to surround the product and to hire and train consultants to perform these services. Operational functions included people and performance management, overseeing of the projects, budget management, quality management and liaison with customers.

## Account Sales

8 years experience in new and in-base sales of professional services, ranging from end user support to e-learning services and consulting, as well as a knowledge management application. The purpose of selling in a service field is to sell the expertise of the company and consultants, as well as the value-added benefit to your customer. My fields of experience are performing needs analyses, proposal, and response to tender and project charter writing, sales presentations, workshops, and project scope creation. My success has been due to my ability to understand the needs of the client, and to ascertain exactly what the client requires, to know what we can and cannot provide and to offer and provide a solution that is cost-effective and value adding to the client, while profitable to my company. I have presented and sold to customers in South Africa, Zimbabwe, Malawi, Swaziland and Australia.

## End User Support, technical writing, training and quality management

I have 12 years hands-on experience in the end user support and e-Learning industries, with detailed experience in providing services to the manufacturing, banking, academic, parastatal and general corporate sectors, providing clients with an effective knowledge management solution using various solutions, services and tools, depending on client infrastructure and requirements. These range from traditional, paper-based training material and delivery to various electronic and e-Learning solutions. My experience incorporates having designed first-hand a knowledge management toolkit as well as managed its development, technical writing, quality reviewing and management, end user support consulting, production of training material and training delivery.

Technical and applications  
 experience

- Operating systems: Windows – all versions up to current, OS 2 for IBM, DOS, Linux (GNOME GUI).
- All Microsoft Office products, able to write macros in Word and Excel.
- All Lotus Smart Suite products.
- HomeSite and Dreamweaver. Web page design, HTML and JavaScript, VB Script.
- CorelDRAW, DemoShield, Paint Shop Pro and PhotoShop used in various applications.
- Various end user support software, including RoboHELP.
- Microsoft Project and Project Scheduler (PS8).
- SAP:
  - I have project managed the implementation of the most recent version of the SAP Learning Solution (LSO 600) an add-on to the SAP Training and Event Management component.
  - I have written customised documentation, as well as training material, and personally trained all the below, as well as managed training projects for the documentation and training of the below up to version 4.6B:  
 Human Resources Management, including Recruitment, Personnel Administration, Organisational Management, Payroll, Personnel Development, Time Management and Training and Event Management.
  - I have written customised documentation, as well as training material for the Sales and Distribution module of SAP.
- I have written customised documentation and training material, as well as managed technical writing projects for the documentation and training of the banking application GLOBUS, in South Africa and Australia.
- I have written customised documentation and training material, as well as managed technical writing projects for the documentation and training of Banking Systems, various Linked Investment Product systems and various Employee Benefit systems.