

ZELDA GASSNER

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EDUCATION

Vaal Triangle Technicon	National Diploma: Office Administration	1992 - 1994
Vaalpark High School	Matric	1991

WORK EXPERIENCE

STANDARD BANK	Training Team Lead	Oct 2006 - Present
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Responsibilities:

- Put together the training strategy for training development and delivery (8000 users, 600 branches).
- Organise training for project team to get skilled up in Low Income Lending (Personal Loans).
- Project manages all training requirements for the Core Banking Personal Loan project.
- Organise phase 1 rollout for Go-live Feb 2008 and the Phase 2 in March & April 2008.
- Manage blended learning approach.
- Identify and confirm Stakeholders for sign-off/awareness.
- Insure involvement across various business areas.
- User access database (update and identify owner).
- Confirm use of Standard Bank TV for process training.
- Manage link between Group Reference Guides (GRG) on intranet.
- Identify training methodology (responsibilities) for branches and other business units.
- Organise a training environment for use in the training rooms.
- Manage resources in course development.
- Manage compilation of assessment questions.
- Manage quality assurance.
- Manage sign-off of training material.
- Manage printing and distribution of training material.
- Manage role mapping dependencies.
- Manage draft and final training schedule.
- Manage resources in scheduling.
- Manage Train-the-Trainer approach.
- Manage support, pilot and branch training.
- Compile a Lessons Learned document.
- Compile feedback from trainers and users.
- Manage hand over of long term training plan.
- Assist Learning and Development (L&D) with training methodology for other projects.

Skill acquired:

- Leadership skills.
- Team work and group participation.
- Training scheduling skills.
- Communication skills.

BUSINESS CONNEXION	Training Consultant	May 2006 – Sept 2006
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Responsibilities:

- Put together training schedules.
- Put together end user lists for training (who goes on which courses).
- Manage all training requirements.
- Assist with authorizations using Remedy.

Skill acquired:

- Team work and group participation.
- Training scheduling skills.
- Communication skills.

SCAW METAL GROUP	Training Project Manager	March 2005 – May 2006
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Responsibilities:

- Put together the Documentation and Training Business Blueprint document for SCAW Metal Group.
- Interview and get consultants on board to do documentation and training.
- Create project plan for the training environment.
- Create standards document and templates to be used for the development phase. Templates such as training manuals, cue cards, posters, etc.
- Sell simulation tool to client to use for documentation development.
- Create questionnaires for needs analysis.
- Determine current and required computer skills of users by sending out questionnaires.
- Design and compile course curriculum.
- Determine transactions to be developed on simulations tool.
- Design and compile course outlines.
- Create courses, etc on SAP HR Training and Events Management.
- Quality Assure training documentation.
- Identify and arrange training rooms to be setup.
- Compile and publish training schedule.
- Organise quotes for marketing and printing.

Skill acquired:

- Leadership skills.
- Team work and group participation.
- Communication skills.

PEBBLETREE	Training Consultant	Oct 2004 – Jan 2005
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Responsibilities:

- Putting together a generic pack for end users for SAP R/3 FI, CO, MM Purchasing. This pack includes things like Business Blueprint Document, Business Processes, Training Documentation, etc.
- Formatting existing documentation so that all the documentation is based on the same standards.
- Develop a format to be used for the end product.

Skill acquired:

- Leadership skills.
- Team work and group participation.
- Communication skills.

ASTRATA Stellenbosch	RoboHelp Specialist	Aug 2004 – Sept 2004
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Responsibilities:

- Develop online documentation using RoboHelp X5, for the system called eXactMap Client. This is a tracking system used in cars, trucks, ships, etc.

Skill acquired:

- RoboHelp skills.
- Team work and group participation.
- Communication skills.

KUMBA RESOURCES	Training Consultant – CUESAP Project	Oct 2003 – May 2004
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Responsibilities:

- The CUESAP Project phase 1 is an upgrade from SAP 3.1 to SAP 4.6 for all the different business units.
- Responsible for the Communication on the CUESAP project phase 1, for example: Roadmap; Methods of communication such as mail, newsletters What When Where How; Feedback. Etc.
- Update the website daily with progress etc.
- Keep the weekly notice boards information up to date, for example: Progress.

- Assist with monthly newsletter with all the project news. Will send this out on a monthly basis. Organise printing and hand out to required people.
- Take photo's of specific events for the newsletter, etc.
- Communicate and send important documentation and information regarding training, etc. to required people via mail.
For example: Newsletter, etc.
- Get quotes for printing and organise.
- Assist in videoconference facilities.
- Assist with communication for downtime and go-live.

Skill acquired:

- Team work and group participation.
- Communication skills.

KUMBA RESOURCES	Training Consultant – GENIUS@Kumba e-Learning Project	Oct 2003 – May 2004
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Responsibilities:

- Update the website daily with presentations, training manuals and cue cards, etc.
- Take photo's of specific events for the newsletter, etc.
- Create cue cards for logon, scheduling, etc.
- Update the how to logon to the genius manual and mail.
- Create the following manuals:
 Instructor Manual
 Re-scheduling Manual
- Link STT lessons and Cue Cards to the e-learning.
- QA and format information on Publisher.
- Update changes on the e-learning.
- Assist with Frame Objectives for FI STT lessons.
- Send out training communication mails to different centres.
- Set up a communication plan for the downtime and go-live.
- Help with result reports of people that attended training.
- Assist with some of the STT development.
- Create cue cards, etc for important information to be communicated.
- Develop a Managers Desktop manual for HR.
- Use all SAP standard and non-standard reports to develop Reports Online in RoboHelp.

Skill acquired:

- Team work and group participation.
- Communication skills.

BARLOWORLD EQUIPMENT	Training Consultant & Lead	July 2003 – Sept 2003
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Responsibilities:

- Sit with each business unit to put together detail processes.
- Develop and QA Business Processes in Visio for business training.
- Put Business Processes into a BBP document.
- QA all developed documentation.
- Develop Training Material and self tests for Swicon including SAP HR.
- Normal Potential business related work (billing of contractors, etc.)

Skill acquired:

- Team work and group participation.
- Communication skills.

DIMENSION DATA	Training Consultant & Lead	March 2003 – July 2003
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Responsibilities:

- Develop SAP Documentation and Training Material using STT and Centra.
- Develop and QA Business Processes in Visio.
- Put Business Processes into Centra.
- QA all developed documentation.
- Develop Training Material and self tests for Swicon including SAP HR.
- Normal Potential business related work (billing of contractors, etc.)

Skill acquired:

- Team work and group participation.
- Communication skills.

KUMBA RESOURCES & SWICON	Training Project Manager & Consultant	Jan 2002 – Sept 2003
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Responsibilities:

- Develop training documentation using STT (Simulation Training Tool) for the KumbaWay Project – HR e-Learning People Performance Management.
- Creating a Project plan in MS Project for projects.
- Assist with the Sishen SAP and Microsoft Training.
- Developing training material for SAP end-user training.
- Develop Technical Presentation for the Kumba Technical team.
- Develop training material for the HR Data Warehouse Project.

- Develop Training Material and self tests for Swicon including SAP HR.
- Normal Potential business related work (billing of contractors, etc.)

Skill acquired:

- Team work and group participation.
- Communication skills.

TELKOM	RoboHelp Developer	Sept 2001 – Dec 2001
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Responsibilities:

- Develop System Transaction and Business Process templates in FrontPage 2000.
- Design and Develop Extended Help for the SAP 4.6 system.
- Develop System Transactions for different modules (AP, AR, GL, CM, PS, IM, AA, MM Purchasing, CO and SD) in MS FrontPage 2000 to import into RoboHelp.
- Assist with the Learner and Facilitator Guides for end user training.
- Information gathering for the System Transactions.
- Import System Transactions and Business Process (done in ARIS) into RoboHelp.
- QA (Quality Assure) training documentation.

Skill acquired:

- Team work and group participation.
- Communication skills.

KUMBA RESOURCES	Training Consultant	June 2001 – Aug 2001
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Responsibilities:

- Develop E-Procurement and E-Sales documentation on iTutor for Kumba Resources.
- Develop Mini Memory Minders for E-Procurement.
- Design Business Processes for the E-Business environment.
- Present some Microsoft training.
- Present Train-the-trainer courses.
- Design Product catalogues and brochures for the Continues Improvement Project.

Skill acquired:

- Team work and group participation.
- Communication skills.

ISCOR	Training Consultant	Feb 1998 – May 2001
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Responsibilities:

- Present Train-the-Trainer courses.
- Design presentations for SAPHILA.
- Develop training documentation using STT (Simulation Training Tool).
- Creating a Project plan in MS Project for projects.
- Creating SAP end-user on-line help using RoboHelp in conjunction with Visio.
- Developing training material for SAP end-user training.
- Basic use of SAP R/3 3.O.F.
- Induction training (Visio and MS Word)
- Other training (RoboHelp, Introduction to SAP, Windows '95)
- Setting up proposals (contracts) for new projects.
- Arranging appointments.
- Arranging and coordinating meetings.
- Preparing of presentation documentation for training and demonstrations.
- Creating Presentations in Power Point.
- Attending meetings.

Skill acquired:

- Team work and group participation.
- Communication skills.

SASOL	Project Administrator	Aug 1994 – Feb 1998
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Responsibilities:

- Taking of telephone calls
- Arranging appointments
- Arranging and coordinating meetings.
- Arranging and coordinating social and business related functions and dinners.
- Taking of minutes during meetings and the distribution of documentation.
- Managing documentation management system - coding and filing of documentation.
- Managing of all stationary for the department - replenishment and distribution thereof.
- Preparing of presentation documentation for management meetings, strategic planning sessions and other seminars (e.g. Preparing transparency films and presentations on overhead projectors).
- General typing, filing and handling of private documentation for office environment and project teams.
- Designing of business cards.
- Project plan in MS Project for the SAP project.
- Project costing for SAP project.
- Creating SAP end-user on-line help using RoboHelp in conjunction with Visio.
- Developing training material for SAP end-user training.

- Basic use of SAP R/3 3.O.F.

Skill acquired:

- Team work and group participation.

OTHER QUALIFICATIONS/SKILLS

Microsoft Visio
 Microsoft Word
 Microsoft Excel
 Microsoft Power Point
 Microsoft Publisher
 Group Wise
 Orgplus
 Microsoft Schedule +

SQL *Plus
 Paintbrush
 Microsoft Project
 Crystal Reports Professional 4
 Corel Draw '95 Beginning
 Corel Draw '95 Intermediate
 Corel Draw '95 Advanced
 Aris Toolset
 STT – Simulation Training Tool
 SABA Publisher
 RoboDemo
 MadCap Flare

WordPerfect 5.1
 Windows
 WordPerfect Office
 WordPerfect 6.0 For Windows
 Freelance For Windows
 Lotus 4.1 For Windows
 Users Introduction To Microsoft Access 2.0
 Application Development Using Microsoft Access
 2.0 - #367
 Microsoft Visual Basic V 3.0 Level 1
 Microsoft Visual Basic V 3.0 Level 2
 Microsoft Visual Basic V 3.0 Level 3
 Quatro Pro
 Dos 3.3
 Dos 6.22 Introduction
 System Design
 Sap R/3 Introduction
 RoboHelp
 SAP Tutor
 CENTRA
 Adobe Photoshop CS (version 8)

- Delivery of Learning NQF4 (Oct 2002) RAU University.
- Present courses such as SAP Introduction, Train-the-Trainer, Visio, Microsoft Word, Robohelp, STT, etc.

REFERENCES

REF Name 1
 Mrs Simone Fornoni
 076 187 3343

REF Name 2
 Mrs Marilyn Oeschger
 083 307 9121

REF Name 3
 Mrs Amanda Jordaan
 083 259 7086

REF Name 4
 Mr Marius Muller
 083 627 9894

REF Name 5
 Mr Steven Freemantle

REF Name 6
 Mr Marius Muller

083 600 4248

083 627 9894

CLIENT FEEDBACK

Hi everyone

*It gives me great pleasure to inform you that the Fire Chief award has been bestowed on **Zelda Gassner!***

Zelda has been awarded this because of her leadership and invaluable support that she gives to the training team (and has done so over a long period of time). Zelda fights fires on behalf of others within her team ... stepping in when things get hot!

***Well done Zelda** - thanks for all you do for training and the wider Change Management Team (even if it is the "soggy" jobs like sorting out computer deployment databases!?)*

With Appreciation

Dave

Project Sponsor - Product