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# Elsie Hanyane

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## WORK EXPERIENCE

Organisation: Allan Gray Pty Limited  
Position: Scrum Master  
Responsibilities: Agile Governance and Delivery across Allan Gray Retail IT Operations Domains.  
Year: August 2019-Present

Organisation: Allan Gray Pty Limited  
Position: Operations Specialist  
Responsibilities: Implementing and managing business process re-engineering and human capital development interventions across Retail Operations including e-learning, specialist and leadership development and client service quality improvements.  
Year: October 2018- July 2019

Organisation: Allan Gray Pty Limited  
Position: Specialist: Learning and Organisational Development Rotation  
Responsibilities: Designing and implementation of comprehensive learning, development and cultural strategies aligned to the organisation's objectives.  
Year: December 2017- September 2018

Organisation: Allan Gray Pty Limited  
Position: Team Leader: Offshore Operations  
Responsibilities: Managing the training, performance and development of a specialised team of Offshore consultants, internal and external relationship management and achievement of deliverables to and with various business stakeholders.  
Year: April 2015- November 2017

Additional focus areas: Consultant, Team Leader and Manager Training  
I project managed the rolling out of a new consultant performance contract across all of Operations (Life and Retirement, Discretionary and Shared Services), including organising and co-facilitating innovative and relevant training for Team Leaders, Managers and Consultants before, during and after the roll out of the contract.

Organisation: Allan Gray Pty Limited  
Position: Team Leader: Discretionary Operations Academy  
Responsibilities: Ensuring the smooth transition of new employees to the Discretionary Client Operations Department and facilitate their initial and ongoing training and development into high calibre consultants that are able to meet the service standards of the department and company.  
Year: July 2014- March 2015

Organisation: Allan Gray Pty Limited  
Position: Team Leader: General Team, Discretionary Client Operations

Responsibilities: Managing the performance and development of a team of Dual and Operations consultants and contributing strategically to the running of the department.  
Year: March 2012 - June 2014

Organisation: Allan Gray Pty Limited  
Position: Dual and Operations Consultant: Discretionary Client  
Operations  
Responsibilities: Capturing and quality assuring Unit Trust instructions, liaising with direct clients and Independent financial advisors, quality assurance of instructions and pulling system check reports.  
Year: Dec 2009 – February 2012

## EDUCATION

### Tertiary Education:

Institution: University of Stellenbosch Business School  
Qualification: Masters of Business Administration  
Research focus: The impact of communication on the change readiness of workers during major organisational change  
Year: Current

Institution: University of Cape Town  
Qualification: Bachelor of Business Science Degree; Honours in Finance (CA Option)  
Year: 2005 – 2008 (completed)

### High School:

Institution: Dominican Convent High School  
Cambridge Advanced Level  
Year: 2004

Institution: Dominican Convent High School  
GSCCE Ordinary Level  
Year: 2002

### Further Courses:

Course: Microsoft Office: Excel Intermediate  
Year: August 2017 (completed)

Course: The Creative Trainer  
Year: August 2017 (completed)

Course: Conduct outcomes-based assessments  
Year: February 2017 (completed)

Course: Facilitate using a variety of given methodologies  
Year: March 2015 (completed)

Course: Allan Gray Leadership Development Program  
Courses attended: Coaching for Performance, Diversity, Allan Gray Citizenship, Situational Leadership, Facilitation Skills, Public Speaking (including Pecha Kucha), Argument

Structuring and Research Presentation, MECE Problem Solving, Innovation and Creativity (DeBono Creative Problem Solving) Team Dynamics, Disciplines of Execution, Strategic Thinking and Scenario Planning, Change Fit and Leadership Practices, Resilience and Mentoring  
Year: 2012-2014 (completed)

## **STRENGTHS AND COMPETENCIES**

- Program Design, Facilitation and Presentation
- Leadership, People Development and Training
- Interpersonal Skills and Teamwork
- Rapport Building, Stakeholder Management and Collaboration
- Analytic and Strategic Thinking
- Business Process Re-engineering
- Project and Change Management
- Client centrisim
- MS Office, Siebel, Metastorm, Flexcube, Appian