

CATHARINA (CARMEN)

Programme Manager | Senior Project Manager

PROFESSIONAL SUMMARY

Strategic Programme Manager with 20+ years of experience across Banking, IT, Telecommunications, Marketing, and Humanitarian sectors. Proven success in leading complex, high-stakes programmes using Agile, SAFe, and Hybrid methodologies. Adept at stakeholder engagement, cross-functional leadership, and driving transformation initiatives while delivering measurable impact in collaborative environments.

KEY SKILLS

- Programme & Project Management
- Agile, SAFe, Hybrid Methodologies
- Stakeholder Engagement & Governance
- Risk & Compliance Management
- Budgeting & Forecasting
- Change Management
- Team Leadership & Coaching
- Event Management & Fundraising
- Content Writing & Communication
- Technical Literacy & Analytical Thinking

PROFESSIONAL EXPERIENCE

Project Manager – Marketing Enablement

Mar 2023 – Present

Major Investment Bank / Financial Services Group

- Leading multiple marketing enablement projects including Web 2, Brand Management, D365 CRM, and communications rollout across SA, UK, USA, India, and Nigeria.
- Managing close collaboration with international creative and digital agencies.
- Oversaw website builds for regional branches in Nigeria and China (English & Mandarin).
- Facilitating stakeholder training, UAT testing, and content development.
- **Tools:** Co-Pilot, SharePoint, Frontify, D365, Netpresenter.

Owner / Director**Aug 2022 – Present***Humanitarian & Welfare Private Limited Company*

- Founded and manage an animal and humanitarian sanctuary.
- Provide professional coaching, CV support, and skills development for disadvantaged individuals.
- Organize fundraising events and manage complex financials, marketing, and HR operations.

Project Manager / Scrum Master**Aug 2022 – Feb 2023***Major Investment Bank / Financial Services Group*

- Facilitated Scrum ceremonies, coached teams, and supported Product Owners in an agile environment.
- Managed blockers, sprint planning, retrospectives, and cross-functional stakeholder collaboration.

Project Manager – Core Banking Modernisation**Aug 2019 – Jul 2022***Leading South African Banking Group*

- Managed large-scale feasibility and modernisation projects with a R190M budget.
- Delivered real-time, multi-currency banking capabilities.
- Led complex integration, testing phases, and international go-live deployments.

Programme Manager – Privacy Programme**Sep 2017 – Jul 2019***Global Financial Services Provider (Africa Region)*

- Implemented extensive Privacy Programme across 70+ sub-areas.
- Ensured structural compliance with POPIA, GDPR, and international data regulations.
- Led high-level stakeholder meetings, risk assessments, and enterprise-wide training initiatives.

VP Level Transitions Manager**Jul 2014 – Aug 2017***Multinational Banking Institution*

- Managed infrastructure relocations and critical regulatory/compliance projects.
- Led High Risk Reviews, Retail & Business Banking (RBB) Remediation, and Robotics/Automation initiatives.

IT Compliance Manager**May 2013 – Mar 2014***International Technology & Consulting Leader (Ukraine)*

- Delivered compliance governance across multiple international accounts.

- Managed audit readiness and risk mitigation workflows using global corporate tools.

Compliance Programme Lead**Jun 2011 – Apr 2013***International Technology & Consulting Leader (Africa & Amsterdam)*

- Achieved 70% audit readiness across 17 countries within a 4-month timeframe.
- Led cross-team governance and compliance initiatives for EMEA markets.

Risk & Compliance Manager**Jun 2009 – May 2011***International Technology & Consulting Leader (South Africa)*

- Delivered operational readiness and compliance for a major Telecommunications account.

Master System Trainer**Feb 2006 – May 2009***Multinational Mobile Network Provider*

- Led training, development, and HR capacity projects across national sales teams.

National Supplier Relationship Manager**Jun 2004 – Jan 2006***Major Supply Chain & E-commerce Platform*

- Managed high-value supplier relationships with leading national entities in Energy, Postal, Media, and Finance.

Purser**Jan 1994 – May 2004***National Aviation Carrier*

- Managed international flight operations and crew coordination.

EDUCATION**BA Criminology with Psychology** – University of South Africa (2020)**CERTIFICATIONS**

- **Certified SAFe 5 Agilist** – Scaled Agile House (2019)
- **IKM PMBOK Programme Manager Exam** – Ranked in Top 20% globally (2016)
- **Master Facilitator & Assessor** – Assessment College of South Africa, SETA NQF Level 5 (2007)

LANGUAGES

English (Fluent)

Afrikaans (Fluent)

Spanish (Beginner)

Mandarin (Beginner)

German (Beginner)

Latin (Beginner)