




CARA OOSTHUIZEN

Specialist Project Manager

CONTACT

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SKILLS

Project and Stakeholder Management

Change Management

Business Improvement Analysis

Customer Experience and Service Delivery

Process Mapping and Optimisation

Customer Relationship Management (CRM)

ABOUT

Experienced Project Manager with a degree in Industrial Engineering and a demonstrated history of working extensively in the telecommunications industry. More than 10 years' experience in delivering and managing overly complex strategic business improvement projects across various business functions and environments. Skilled in business process mapping, analysis, and improvement for systems implementations.

Detail-orientated individual who excels in a demanding environment and delivers results through a focused analytical and systematic approach.

PROJECT EXPERIENCE

● April 2022 – Current
PEPSICO | FMCG

Specialist Project Manager

Project Overview and Responsibilities:

Managing the project roll out of a Strategic Leadership and Change Management Training and Development programme in multiple countries across Africa. This includes the roll out of key company values and reporting on key project statistics.

EDUCATION

BEng Industrial Engineering

University of Pretoria

2005 – 2009



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INDUSTRIES

FMCG
Telecommunications

TOOLKIT

MS Word	Excellent
MS Excel	Excellent
MS PowerPoint	Excellent
MS Visio	Excellent
SharePoint	Good

EMPLOYMENT EXPERIENCE

- Feb 2020 – Mar 2022
DARK FIBRE AFRICA | TELECOMMUNICATIONS
Customer Success Manager

Responsibilities: Leading business improvement projects within the sales department to reach sales targets, reduce churn and in turn increase company revenue.
Managing business process mapping for system implementation and improvement projects. Ensuring different departments work together in a streamlined and documented approach to decrease existing silos within the business.
Development of a customer retention strategy and customer experience framework including NPS and CES measurements to improve customer loyalty and satisfaction across the value chain.
Serving on the Management Executive council reporting to the EXCO on Sales and Customer projects and data.
- Aug 2016 – Jan 2020
DARK FIBRE AFRICA | TELECOMMUNICATIONS
Team Leader: Service Delivery Management

Responsibilities: Managing a team of 12 Service Delivery Managers, each responsible for delivering various projects for key customers.
Key responsibilities included stakeholder management, ensuring delivery targets are met and conflict and problem resolution. Redesigning ways of work by scoping and implementing digital solutions to enhance productivity, customer experience and overall project management.
Tasked to lead various internal strategic projects to assist with long-term re-alignment of targets and KPI's (Key Performance Indicators) within DFA. These responsibilities included working with the CEO, CFO, and other DFA EXCO members.
- Dec 2014 – Jul 2016
DARK FIBRE AFRICA | TELECOMMUNICATIONS
Service Delivery Manager

Responsibilities: Managing the delivery and implementation processes for various large-scale telecommunications and government contracts. While playing a vital role in building and maintaining long term client relationships for DFA.
The civil and fibre projects delivered ensured stable, fast, and strategic communication connectivity between various client sites.
Development and creation of a separate function within the operations business unit responsible for the automation and delivery of small-scale projects while maintaining the expected customer service levels.

“ Everything will be OK in the end. If it's not OK, it's not the end.

- John Lennon

