



# MARIKE HUMAN

## Senior OD Consultant

### CONTACT

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### SKILLS

Learning & Development

Organisational Development

Change Management

### ABOUT

An experienced and seasoned consultant, holding a total of 14 years' experience in change management, organisational development, and learning & development within the FMCG and Services industries respectively. I journey with my clients, by immersing myself in their world, to deliver solutions and tools of the highest standards that are practical, methodical, measurable and support the key strategic drivers of the organisation.

### PROJECT EXPERIENCE

June 2023 – Current  
Econofoods | FMCG

#### Organisational Design Review & Capability Enablement

**Project Overview and Responsibilities:**

Led end-to-end management of a new organisational design project, including the development of capability tools and process mapping. Oversaw the entire project lifecycle, ensuring successful implementation and alignment with strategic goals. Utilised expertise in change management and process optimisation to drive operational efficiency and enhance organisational performance.

March 2023 – Current  
PepsiCo | FMCG

#### Employee Value Proposition

**Project Overview and Responsibilities:**

Proactively planned the Employee Value Proposition (EVP), ensuring a compelling and competitive offering to attract and retain top talent. Developed a project implementation plan to enhance the employer brand and optimise employee engagement. Collaborated with internal teams to align the EVP with the company's values, culture, and strategic goals.

Nov 2023 – Dec 2023  
Illovo Sugar | FMCG

#### Goal Validation Tool

**Project Overview and Responsibilities:**

Developed a quality assurance tool to support the process of validating goals in terms of alignment, application of SMART principles, and whether goals have sufficient stretch. The tool indicates whether a thoughtful goal cascade process was followed, and it provides the opportunity to give feedback on goals with the intent to improve capability and the quality of goals

### EDUCATION

BCOM Hon HR Management  
University of South Africa  
2008 – 2009

B Consumer Sciences  
University of Pretoria  
2001 – 2005



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### INDUSTRIES

FMCG

Services

Wholesale

### AFFILIATIONS

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### TOOLKIT

MS Word                      Excellent

MS Excel                      Excellent

MS PowerPoint              Excellent

SharePoint                    Excellent

- Jan 2023 – March 2023  
PepsiCo | FMCG

#### Change Management, Time & Attendance System Implementation

**Project Overview and Responsibilities:**  
Demonstrated expertise in project planning and implementation, including change management and communication strategies. Designed comprehensive plans and approaches for effective project execution. Developed engaging training content and frameworks to facilitate successful organisational change. Created communication mediums and tools to enhance information dissemination and stakeholder engagement.
- Jan 2023 – Feb 2023  
Illovo Sugar | FMCG

#### Organisational Design Review

**Project Overview and Responsibilities:**  
Evaluated the existing operational framework of the Finance department and recommended a new model in accordance with the strategic direction and design principles of the organisation.
- Sep 2022 – March 2023  
Illovo Sugar | FMCG

#### Line Manager Functional Integration

**Project Overview and Responsibilities:**  
Created a robust framework and associated content accompanied by a comprehensive change management plan and approach, to facilitate successful implementation, and anchoring of the desired changes. The framework empowers line managers to effectively perform functionally integrated tasks and adopt desired behaviours, seamlessly integrating them into their daily activities.
- Sep 2022 – Oct 2022  
Illovo Sugar | FMCG

#### Maturity Effectiveness Measuring Tool

**Project Overview and Responsibilities:**  
Created a performance measurement tool to assess the service delivery effectiveness of a Center of Excellence (COE), aligning it with key deliverables and the broader business objectives.



*Success is not the key to happiness. Happiness is the key to success. If you love what you are doing, you will be successful."*

*- Albert Schweitzer*



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### EMPLOYMENT EXPERIENCE

● July 2021 – Sept 2022  
Genpact | Services

#### L&D Operations Manager

**Project Overview and Responsibilities:**

Managed the L&D operations team within the services industry, to deliver on operational tasks.

Successfully process-mapped and defined L&D transactional processes and developed key performance indicators (KPIs) and metrics for effective measurement. Implemented and enabled a client care system to enhance customer service. Designed operational team capability tools and developed comprehensive onboarding packs. Recruited, onboarded, and trained operational teams, equipping them with the necessary knowledge and skills to deliver exceptional performance.

● July 2008 – Aug 2021  
Coca-Cola Beverages South Africa | FMCG

#### Capability Specialist

**Project Overview and Responsibilities:**

Led change management initiatives for critical projects in various domains (Finance, Human Resources, Logistics, Warehouse, Sales Execution, Strategy Execution). Enabled capability development by designing and implementing tailored training solutions for these key projects. Developed competency frameworks for critical roles, ensuring alignment with organisational objectives. Created Return on Investment (ROI) mechanisms to measure the effectiveness and impact of training initiatives, ensuring optimal utilisation of resources.

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