

SHARON MARCHA KRUGER

PERSONAL DETAILS	Full name	Sharon Marcha Kruger
	Date of birth	22/06/1966
	Nationality	South African
	Gender	Female
	Languages	English, Afrikaans (write, read, and speak fluently)

PROFILE	<p>Versatile and strategic minded HR Consultant with a passion for learning and development and a drive to ensure that employees are enabled to contribute to the success of the organisation. Experience includes project management, IT support, and software testing. Excellent customer service and administrative skills with the ability to manage and motivate staff.</p> <p>Enthusiastic volunteer for various community projects involved in upskilling unemployed youth.</p>
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EDUCATION	<p>Wynberg Senior Secondary School (Abbey Hall) Grade 12 (class of 1984) Subjects: English, Afrikaans, History, Biology, Speech & Drama and Needlework.</p>
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CERTIFICATES & TRAINING COURSES	<ul style="list-style-type: none">• Virtual: Annual CEE Report Pop-Up Workshop (2023) - GBS• Teaching English as a Foreign Language (2022) - Gatehouse Awards UK• Occupationally Directed Education Training and Development Practices (2014) - Academy of People Development/ETDP SETA• Microsoft Certified Trainer (2013) - New Horizons• Protection of Personal Information Act (2019) - Labour Smart• Human Resources Management: Legal Framework – Academy of York (2019)• Human Resources Management – Academy of York (2018)• Employment Documentation Seminar (2018) - Sage• Annual Labour Law Seminar (2016) - Sage• Train the Trainer (2013) - New Horizons• Facilitate a Programme of Learning (2009) - Academy of People Development/ETDP SETA• Effective Coaching Skills (2002) - Quality Solutions
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WORK EXPERIENCE

EECMS EE CONSULTANT - Freelance

June 2023 till present

LTC (LANGUAGE TEACHING CENTRE) ESL TEACHER - Freelance

October 2022 – till present

BLACKTOP TRUCKING (PTY) LTD ADMINISTRATIVE ASSISTANT - Freelance

June 2022 – October 2022

SENIOR HR CONSULTANT – QBIT / QBIT AFRICA (PTY) LTD

APRIL 2014 – SEPTEMBER 2020

Duties and responsibilities:

Niche consulting company specializing in Organisation Architecture and Functional People Data Architecture. Since October 2020 have been consulting to the company on HR and training issues as and when required.

- Managed 10 staff in the Johannesburg office.
- HR responsibilities for all 30 staff. End to end recruitment.
- Internal training for staff including MS Office and soft skills.
- Technical background and exposure (ITFS).
- Analytical / critically evaluative: Technical competence and ability to identify errors or potential mistakes.
- Planning and Organising
- Administrative, detail orientated, forward thinking.
- Conscientious
- Presenting and Communicating
- Relating and networking (interpersonal orientation, building rapport)
- User acceptance testing on the eJobDesign system.
- Coordinating, scheduling, planning, communicating training sessions
- Developing training material
- Facilitating training if needed
- Drive, assess and manage continuation of training required after transition phase in BAU for new onboard etc.
- Supported clients in a wide range of industries across Africa, including financial services, mining, logistics, IT, retail, medical, and the public sector. Product training remotely and on-site.
- Corporate governance and risk compliance management which covered all aspects of employment legislation including EE, B-BBEE, WSP, ATR, POPI and COID.
- Office administration; coordinated meeting and venue logistics for internal and client meetings.

CSR Projects:

- Johannesburg – volunteered at the All Saint Church assisting children with their homework (2017-2019).
- Johannesburg – Volunteered at the Orchards Primary School training the principal and teachers on MS Excel.
- Cape Town – MS Office training for over 100 unemployed youths (2014-2017).

Achievements:

- Took the company from a B-BBEE rating of 8 to a 6. Allowed the company to bid for a much wider range of business.
- Implemented and managed a successful internship programme.
- Introduced a job analysis system and training programme which saved the company time and money on recruitment and disciplinary issues.
- Saved the company money on office renovations and furnishings by identifying the best suppliers and negotiating prices.

HR EXECUTIVE AND IT SUPPORT

APRIL 2012 – MARCH 2014

Developed the eProfile system for QBIT.

Duties and responsibilities:

- Assisted the development team with the system from an end user point of view. User acceptance testing.
- Supported clients in a range of industries including financial services, mining, and logistics.
- Coordinating, scheduling, planning, communicating training sessions.
- Developing training material.
- Facilitating training if needed.
- Drive, assess and manage continuation of training required after transition phase in BAU for new onboard etc.
- Technical background and exposure (ITFS)
- Analytical / critically evaluative: Technical competence and ability to identify errors or potential mistakes
- Planning and Organising
- Administrative, detail orientated, forward thinking
- Conscientious
- Presenting and Communicating
- Relating and networking (interpersonal orientation, building rapport)

Achievements:

- Successfully engaged with the developers on testing and training which resulted in a higher level of client satisfaction.

LEARNING AND DEVELOPMENT MANAGER – SYNTELL (PTY) LTD

MAY 2009 – APRIL 2012

Duties and responsibilities:

- Managed 50 back-office staff, including mentoring and coaching.
- Designed and developed training material for 250 staff across 8 offices in South Africa.
- Arranged on the job training and evaluated training programmes. Conducted training needs and gap analysis.
- Coordinating, scheduling, planning, communicating training sessions.
- Developing training material.
- Facilitating training if needed.
- Drive, assess and manage continuation of training required after transition phase in BAU for new onboard etc.

Achievements:

- Introduced a job analysis system and training programme, saving time and money on recruitment and disciplinary issues.
- Successfully implemented the business processes between Syntell and the clients (traffic department and courts).

Previous Positions:

Project Manager – Syntell (Pty) Ltd

February 2007 – April 2009

Operations Manager – Syntell (Pty) Ltd

February 2003 – January 2007

Team Leader – Home Choice (Pty) Ltd

November 2000 – January 2003