

Andre van Schalkwyk

Curriculum Vitae

Please also visit:
www.andrevanschalkwyk.com

JOB-RELATED SKILLS AND EXPERIENCE

I have 12+ years professional experience in all areas of digital product design and software development. With the last 6 years spent leading functional and agile project teams to ideate, design and develop digital customer experiences.

Most recently I've led a team of Product Owners, UX/UI Designers and Developers to design, build and integrate the digital banking channels for a new Digital Bank called TymeBank in South Africa.

Recent initiatives:

- TymeBank SME Product – as the Chief Product Owner for Small Business I am responsible for the product vision, roadmap, prioritisation and delivery
- TymeBank Bank Build – leading the design and development (front-end and integration) of all TymeBank's new banking channels
- TymeBank Internet Banking – end to end development of the TymeBank internet banking platform for desktop and mobile (responsive)
- TymeBank Website – oversee and assist in all aspects of the TymeBank website development including hosting, contracting, development and management
- TymeBank ChatBot Account Opening – ideation and development of a Facebook Messenger account opening process driven by Max, the TymeBank chatbot
- Rest of Africa Customer Journey programme – Digitisation of 9 primary customer journeys within the Std Bank RoA environment that include: digital sales, digital servicing, branch digitisation and more
- Absa Non Face to Face FICA – Development of a solution to do digital FICA through the use of various 3rd parties, technology and internal process re-engineering
- Absa Instant Account – Large process re-engineering and technology capability building project for customer onboarding and account opening. Product owner for the flagship programme in 2014 using a radical digitisation agile methodology
- Absa Credit Card/Overdraft Application – Development of a new credit card / overdraft application process (automation, field rationalisation and digitisation) and incorporation into the Instant Account opening application
- Absa Bank Biometrics – Development of the first voice, finger, signature and personal enrollment device with integration into ATM devices for cardless banking
- Deloitte South Africa – Development and implementation of Deloitte's first digital and social media strategy which included customer, staff and partner initiatives

Recent portfolio:

- TymeBank Digital Account Opening – Digital KYC
<http://andrevanschalkwyk.com/portfolio/tymbank-digital-account-opening-digital-kyc/>
- TymeBank Website
<http://andrevanschalkwyk.com/portfolio/tymbank-website/>
- TymeBank Web Account Opening
<http://andrevanschalkwyk.com/portfolio/tymbank-web-account-opening/>

- TymeBank Android App
<http://andrevanschalkwyk.com/portfolio/tymbank-android-app/>
- TymeBank Internet Banking
<http://andrevanschalkwyk.com/portfolio/tymbank-internet-banking/>
- Absa Barclays Instant Account Opening
<http://andrevanschalkwyk.com/portfolio/absa-barclays-instant-account-opening/>

EDUCATION AND TRAINING

TERTIARY

POSTGRADUATE

QUALIFICATION : **MBA**
INSTITUTION : **Edinburgh Business School (Heriot Watt University)**

QUALIFICATION : **Bsc. Hons (Technology Management)**
INSTITUTION : **University of Pretoria (TUKS)**

UNDERGRADUATE

QUALIFICATION : **B Tech IT (Web & Application development)**
INSTITUTION : **Tshwane University of Technology (TUT)**

EMPLOYMENT HISTORY

CURRENT EMPLOYMENT

EMPLOYER : **TymeBank**
POSITION : **Head: UX Design & Digital Channels, Head of SME Product**
DATE OF SERVICE : **April 2017 - Current**

Responsibilities

- Responsible for a R100m annual budget, a local delivery team and dotted line accountability for a Vietnamese delivery center of 80+ developers
- As Chief Product Owner for SME I am responsible for the product vision, features, developments and overall success of the organization's SME products
- Responsible for all Design (UX and UI) of all TymeBank's Banking Channels. Products include: Money Transfer Kiosk, Banking Kiosk, External Website, Internet Banking, Banking App, SmartPOS and USSD
- Responsible for all Front-end Development and Integration of all TymeBank Banking Channels. Products include: Money Transfer Kiosk, Banking Kiosk, External Website, Internet Banking, Banking App, SmartPOS and USSD

- Driving sales and service adoption volume for key Consumer and SME products across the Digital Channels
- Managing the process leading into, during and after the major releases for the Digital Team alongside the Project Management Office and key stakeholders
- Partner with business stakeholders and the technical teams to define and clarify business requirements
- Lead Digital Product Owners and stakeholders in defining the minimum viable product (MVP) for releases, successive iterations and horizon mapping
- Liaise regularly with technology leads to understand technical implications, prioritise development and make decisions about technical direction
- Work closely with business stakeholders (e.g., product managers, risk, compliance, legal, finance) to understand business imperatives, rules of engagement & expectations
- Accountable for ongoing stakeholder engagement to ensure that all project scope decisions are understood and agreed to and that all their needs are met
- Actively involved in driving continuous improvement activities for the broader business and Digital Channels Team, including changing the team structure to fit the rapidly evolving nature of the business
- Accountable for ensuring all work results delivered by the scrum teams are of high standard

EMPLOYER : **TymeBank**
POSITION : **Senior Product Owner**
DATE OF SERVICE : **January 2016 – March 2017**

- Ownership, development and management of the Internet Banking roadmap
- Responsible and accountable for the end to end development of the responsive Internet Banking platform
- End to end development of the TymeBank Banking Kiosk and origination processes
- End end to end development of the TymeBank corporate website
- Oversight of the TymeBank Intranet development
- Vendor management, contracting and negotiation of engagements |
- Team development and management
- Contribute to the development and execution of the SME value proposition

PREVIOUS EMPLOYMENT

EMPLOYER : **Standard Bank: Rest of Africa**
POSITION : **Customer Experience and Digitisation**
DATE OF SERVICE : **April 2015 – December 2015**

- Customer Experience lead for the Rest of Africa (14 African countries including Ghana, Namibia, Kenya, Uganda etc.)
- Digitisation of the 9 primary customer journeys outlined for 2016 and beyond
- Ideation, development, management and commercialization of new initiatives
- Contribute as subject matter expert in the digital and customer experience areas on all new and existing programmes
- Agile team development, training and facilitation of programmes

EMPLOYER : **Absa / Barclays Africa**
POSITION : **Business Architect (VP) – Business Transformation**
DATE OF SERVICE : **October 2014 – April 2015**

- Product Owner for Absa's 4 Customer Journey Programmes - Browse, Join, Buy, Use (process re-engineering, capabilities development and organisational change)
- Responsible for overall quality of the developed solution
- Oversee business analysis and customer experience work streams across the 4 customer programmes
- Re-engineering of the customer onboarding process across all channels, products and platforms
- Programme and Project Management, agile project management
- Development of business cases and customer value propositions

EMPLOYER : **Absa / Barclays Africa**
POSITION : **Innovation Manager (VP) – Digital, Channels, Payments**
DATE OF SERVICE : **October 2013 – October 2014**

- Digital innovation capability lead
- Programme and Project Management, agile project management
- Setup, management and execution of large software development projects with large cross functional business unit teams leverage agile methodologies

- Idea incubation and development of ideas from proof of concept, pilot through to full implementation
- Development of business cases and customer value propositions
- Manage all funding requests and management of finances throughout the project and product lifecycle
- Process re-engineering (legacy banking processes into new innovative solutions and opportunities)
- Develop market intelligence to understand the global and South African banking landscapes
- Vendor management (compilation and review of RFIs, RFPs and proposals)

PREVIOUS EMPLOYMENT

EMPLOYER : **Deloitte South Africa**
POSITION : **Head of Digital and Social Media**
DATE OF SERVICE : **November 2011 – October 2013**

- Development, management and execution of Deloitte South Africa’s digital and social media strategies
- Channel owner – Deloitte.co.za, Deloitte Intranet, Deloitte Blog, Deloitte Social
- People development and budget management
- Development and execution of C-suite digital and social media training programs (physical training material and training sessions)
- Assist in planning, implementing and managing social media efforts for special events (Twitter and social media campaigns)
- Development and management of Deloitte’s internal SEO strategy and online marketing initiatives
- Vendor procurement and management for digital and social media initiatives
- Omniture and Google analytics reporting, monitoring and interpretation of web trends and traffic for business unit owners
- Oversee Online Reputation Management software and reporting on behalf of the digital team
- Manage creation of intranet spaces like blogs, document libraries and web forms on Microsoft Sharepoint Server to support business unit activities
- Management of development vendors and content management Deloitte mobile applications for iPhone, iPad, Android and Blackberry

PREVIOUS EMPLOYMENT

EMPLOYER : **AfriGIS**
POSITION : **Project Manager**
DATE OF SERVICE : **November 2010 – October 2011**

Projects

- Vodafone Website Rebranding – 4 Websites, 2 Mobi sites
- Vodafone – The Grid location based social network
- Vodafone – Legends of Echo location based mobile game
- Western Union – BlackberryForms
- Tiger Brands – BlackberryForms
- Xlink Communications – BlackberryForms
- MiWay – Search Services
- Standard Bank – Beyond Payments Prepaid Airtime and Electricity System
- Vodacom DRC – Website and Airtime Redemption System

REFERENCES : **Greg Illgner**
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: **Armand van der Merwe**
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Please be sure to contact me before contacting any of the referees listed above.