

# Donovan Marais

## Transactional Processing Specialist



d@dmaraais.net  
+27 (0) 824 626 929  
Durbanville, South Africa  
www.donovanmarais.com  
linkedin.com/in/maraaisdonovan

### To whom it may concern

In this document, I have attempted to answer the requirements of most pre-employment requirement specifications to the best of my abilities. Please do feel free to contact me directly should you have any further questions or concerns in this regard.

<b>Notice period</b>	1 Calendar month
<b>Current location</b>	Remote/Hybrid (Parklands/Durbanville)
<b>Years of service</b>	Since 2006 (current employer)
<b>Years in industry</b>	25+ (transactional processing)
<b>Current benefits</b>	Funeral cover, Income continuation benefit, Life assurance, Provident fund, Study assistance, Retirement/Provident fund contribution benefit, Educational protector, 26 days Annual Leave, Performance bonus, Share options
<b>Current leave allocation</b>	26 calendar days per annum
<b>Other</b>	10 days per annum study leave, 6 days per annum FRL, 10 days sports leave

<b>Skill</b>	<b>Years of experience</b>
5+ years' experience managing, developing, and delivering a product previously.	15+ years. Successful development of software to compliment payments industry and integration of TPPP services into 3 <sup>rd</sup> party software
Understanding of the payment industry	25+ years Started at Allied Bank, worked at Bureau Services and 16+ years at TPPP
Experience in the implementation and management of card acceptance devices (POS or MPOS), preferably with another bank	7+ years I have extensive experience regarding CNP and 3D secure e-Commerce transactions and have for the past 5 years focused on integrating a number of transactional processing services and functions into a vast array of POS systems and devices. Involved in CP and CNP processing – 15+ years.
Working at tactical and operational levels and providing input into product strategy and business	15+ years I managed several international development teams and I am currently managing 20+ 3 <sup>rd</sup> party payment development teams in a wide range of industries ranging from education to digital sales, medical to retail etc.
At least 5 years' experience in managing, developing and delivering products in the integrated merchant space	15+ years As above. I have been dealing with API's and payments integration for 15+ years
Proven experience in the implementation and management of integrated merchant solutions, preferably with another bank.	15+ years SAGE Group South Africa (7 product stack) Vir2L Software Numerous third party software/service suites 10+ e-Commerce carts 7+ different end user payment methods ranging from LSM1-10.
Working at tactical and operational levels and providing input into product strategy and business planning.	15+ years SAGE integration completed 9 months ahead of schedule and almost 12% below budget. I have been specialising in EFTS (Electronic Fund Transfer Services) specifically in the transaction switching arena for more than 20 years.

# Employment criteria – general questions/feedback

**I have answered next to the questions in bold and blue. If there are any questions or further information required please feel free to contact me directly.**

## Education (Minimum)

Grade 12 National Certificate / Vocational **Grade 12 National Certificate**

## Education (Ideal or Preferred)

Tertiary education: **N.Dip Law (RAU), several banking industry-related certifications and courses. Apprenticeship in project management. Formal public presentation training, and advanced first aid training.**

## Knowledge and Experience

### Minimum:

#### Experience:

At least 5 years' experience in managing, developing, and delivering products in the integrated merchant space. **15+ years**

Proven experience in the implementation and management of integrated merchant solutions, preferably with another bank. **20+ years (working at a TPPP)**

Working at tactical and operational levels and providing input into product strategy and business planning. **10+ years**

Integrating business and technical product segments to achieve objectives, delivery, and targets. **15+ years**

Communicating with technical and non-technical stakeholders across multiple business units. **20+ years**

Authoring of documents relating to product life cycle including business plans, product roadmap, business cases, and requirements and functional specifications. **10+ years**

Scoping/running usability studies and/or customer research. **10+ years**

Using data and metrics to test theories, confirm assumptions, and measure success. **15+ years**

Client development and validating products through customer feedback. **15+ years**

Aligning operational initiatives and/or projects to corporate strategies and objectives. **15+ years**

Achieving goals and objectives through cross-functional teams. **15+ years**

Managing and working with remote/hybrid teams. **15+ years**

Leading and managing multi-functional teams to deliver projects. **15+ years**

Business development in a banking/financial landscape. **20+ years**

### Knowledge:

Financial acumen sufficient for budget management. **10+ years**

Translation of product strategies into tactical and operational planning. **10+ years**

Systems thinking; able to take a 'big picture' view, assess, recommend logical, sound decisions, and influence others to achieve objectives. **15+ years**

Relevant product expertise and process know-how. **20+ years**

Agile product ownership and methodology. **10+ years**

Domain-specific knowledge, business insight, understanding of product technology, technical dependencies. **15+ years**

People management principles and techniques. **15+ years**

Stakeholder management principles and practices. **10+ years**

Data-driven approach; analytical and quantitative skills. **10+ years**

Technologically literate and able to adapt to new technologies. **20+ years**

### Ideal:

#### Experience:

Product development experience in the product domain at management level. **15+ years**

Working with Agile product ownership and methodology of translating and enabling business strategies and objectives into business benefits. **15+ years**

Initiation and implementation of innovative concepts. **15+ years**

### Knowledge:

In-depth knowledge and understanding of banking (i.e. productivity, profit, efficiency, processes and procedures and client service) **25+ years**

Continuous improvement best practices using Agile, Lean, 6-Sigma, Theory of Constraints, PDCA, methods **10+ years**

Process mapping and process improvements techniques **10+ years**

## Skills

Analytical Skills **10+ years**

Attention to Detail **25+ years**

Commercial Thinking Skills **15+ years**

Communications Skills **25+ years**

Interpersonal & Relationship Management Skills **15+ years**

Planning, organising, and coordination skills **15+ years**

Project Management Skills (Methodology Specific) **15+ years – AGILE (SCRUM/SIX SIGMA)**

Influencing Skills **15+ years**

## Competencies

Working with and Managing People **25+ years**

Relating and Networking **25+ years**

Learning and Researching **25+ years**

Creating and Innovating **25+ years**

Planning and Organising **25+ years**

Delivering Results and Meeting Customer Expectations **25+ years**

## Additional Information

Clear criminal and credit record **Yes**

A valid driver's license and own vehicle is required **Yes**

Own mobile phone **Yes**

Complete home office with high-speed fibre, air-conditioning, office desk and chair, printers and VoIP telephone **Yes**

## My current role

Integration Architect / Product Owner / Product Manager / Innovation Specialist – ***“a professional who is responsible for a system/process and identifies improvements, finds alternatives to increase profitability and useability, defines the change/s required, and manages the process and outcome to ensure implementation of a better solution.”***

I am responsible for identifying new solutions as well as current (internal and external) ‘barriers’ that potentially have a negative impact on users and/or business; or processes that should be enhanced to increase revenue and user engagement. I consult with end users and stakeholders to quantify and motivate changes and together with a business analyst, draft scoping documents for the development to improve the end result. The suggested changes and results are then proposed to the various stakeholders and upon approval; converted into a project. I collaborate with the technical lead in terms of resource allocation and co-manage the development team/s and outcome testing. Finally, I am actively involved in the rollout of enhanced solutions and services to complement the financial transaction processing industry, which in turn increases user engagement and product and/or service profitability whilst maintaining and increasing service delivery.

My specialty lies within the cloud-based integrated software vendor (ISV) and integrated financial transacting services sector. I have dealt with SMME's and multinational corporate companies, single developers, and international development teams consisting of several developers located in various locations using different technologies; to enhance desktop and especially cloud-based solutions.

I have 25+ years of experience in the South African banking industry specifically in transactional switching/processing.

My career started in the payments administration division of Allied Bank (now ABSA), and quickly progressed into client-facing roles at Trustbank, which included but were not limited to banking sales, account holder -and risk management. It is here where I started identifying processes and solutions which improved the bank account holder experience and reduced operational resources and expenses.

I have always had a passion for innovation through technology which led to a transition into bureau processing (transaction switching) and soon thereafter I joined a Third-Party Payments Provider (TPPP) where I am actively involved in discovery, innovation, development, people management, launch/marketing and training, both internally and external – of integrated solutions to improve usability and increase revenue.

I have always been an innovative thinker who has tabled, planned, managed, and implemented various new products, processes and service offerings which has increased profit and enhanced the customer experience.