

Monde Mpongoshe

Monde is a change management, organizational development, human capital and local economic / business development specialist with over ten years of experience in the private and public sectors. He started out as a line function manager at Old Mutual plc, where he participated in the company's management development programme. During this time, he also gained experience in frontline customer relations management and human resources policy formulation in the personal financial advice department.

Subsequently, he joined Accenture as a specialist consultant, focusing on human resources and company policy formulation in industrial relations, change management, organisational development, and transformation. This included work in formulating and implementing employment equity policies.

In 2005 he founded Mpoma, a consulting and investment holding company. A key focus of the company was business process outsourcing, change management, human resources and organizational development in the Business Process Outsourcing industry specialising mainly in setting up and managing call centres. Specific projects included establishing and managing the performance and quality assurance of customer contact centres for various organizations in the mobile communications industry. During this time he also carried out assignments on employment equity issues for a number of clients in the private and public sector. He has also worked with various consulting entities in research and development work in Local Area Economic Development; Small-Medium and Macro Enterprise Development and B.B.B.E.E policy & strategies.

Through his involvement in various leadership positions in emerging companies within management consulting he has gained considerable experience in human, organisational, economic / business development and client relationship management.

He studied law and business at U.C.T. and the Graduate School of Business (U.C.T).

Post Graduate Diploma in Law (UCT)

AIM (UCT – Graduate School of Business)

PROJECT MANAGEMENT (UCT - Certificate of Attendance)

ACADEMIC QUALIFICATIONS

2007	Project Management Certificate of Attendance Continual Professional Development, University of Cape Town
	Associate in Management Graduate School of Business, University of Cape Town
1998-2000	Post Graduate Diploma in Labour and Social Security Law University of Cape Town
1984-1988	High School and Matric Rosebank House College

Diplomas/Certificates

1996	Management Development Certificate Old Mutual Business School (Old Mutual -Client Services Division)
1992	Marketing Management Certificate Damelin Management College

CURRENTLY

Director and Managing Consultant (**MPOMA Management Consulting**)

Latest Projects

Contracted to the City of Cape Town Local Area Economic Development

Active in Small Business Development and Franchise Management Consulting and advise (**Tchip-Tchap South Africa**)

Corporate Governance, Company Secretarial duties, Management Consulting and advise (**Consumer Goods Council of South Africa**)

Management Consultant, Research Project Management and Business Development (**Mthente Research and Consulting Services**)

Contracted to the Department of Social Development – Human Resources Strategy Development (**Western Cape Provincial Government**)

ACQUIRED SKILLS & EXPERIENCE

Business Management

- Strategy development.
- Business development and client management.
- Change Management
- Human resource management
- Industrial relations
- Compensation and Benefits management
- Financial Management

Training & Development

- Needs and Gap analysis
- Training materials development
- Group facilitation and training delivery
- Change management and Organisational Development consulting
- Monitoring and Evaluation

Research and Consulting

- Project engagement - Proposal writing & Presentation
- Project management / lead - Scheduling, resource mobilisation and allocation
- Knowledge, Information and Data - Sourcing and Management
- Economic sector / industry analysis
- Economic, Business and Organisational models and structure research and analysis
- Data models and analysis
- Impact assessment and Effectiveness management
- Monitoring and Evaluation (Programme and Projects)

Business Process/Call Centre Management Consulting

- Outsourcing models
- Industry analysis and research
- Management and operations

EMPLOYMENT HISTORY

2005

Prime Consulting (Call Center Consultancy based in U.K and S.A)

Director/ Project Manager

Responsibilities focusing mainly in Human Resources in the following areas:

- Call Center operations
- Call Center management
- Call Center establishment
- Call Center Industry analysis and research
- Call Center outsourcing and offshore investments

2004-2005

Various Consulting Assignments/ Contracts with different companies

Managing Consultant

Consulting for and Employed by the following companies:

Sota & Associates (Johannesburg, Sandton)

- Management Consulting
- Industrial Relations
- Human Resources
- Compensation and Benefits
- Training

2003-2004

MBT Equitable Solutions

- Call Center Industry – Human Resources Management
- Call Center Industry – Industry analysis and research
- Call Center Industry– Management, operations and establishment

Contracted to Kelly (Independent Consultant in Human Resources/Change Management)

- Human Resources – Recruitment strategies
- Human Resources – Talent retention

Adcorp/Quest /Equitable Solutions (Executive Director)

- Facilitated equity buy into MBT by Quest (Division of Adcorp)
- Established a company with Adcorp-Quest
- Executive director – Equitable Solutions, a joint venture of MBT/Quest

2000- 2002

Accenture

- Specialist /Consultant – Human Resources & Change Management
- Compensation and Benefits (Business Practices)

