**martin changa-Resume**

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| **Current Occupation** | **Trainer/ Facilitator/ Assessor/ Moderator &Management Consultant / Project Consultant** |
| **Gender** | Male |
| **Drivers Licence** | Code 10 (Own Reliable Transport) |

Contact Details

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| --- | --- |
| **Cell phone** | +27 68 771 8694 / 0695137835 |
| **Email** | [martinchanga@gmail.com](mailto:martinchanga@gmail.com) / [martinchanga@webmail.co.za](mailto:martinchanga@webmail.co.za) |
| **LinkedIn** | <http://linkedin.com/pub/martin-luther-changa/29/929/998/> |
| **Skype** | Martin.changa1 |
| **Skills- Universe** | <http://www.skills-universe.com/profile/MartinChanga> |
| **Residential Location** | Johannesburg North, Gauteng, South Africa |

Professional Profile

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| **Professional Experience** | **Relevant Time Period** |
| Trainer/ Facilitator | 15 years |
| Assessor / Moderator (Various SETAs) | 7 years |
| Project coordinator/ Consultant | 5 years |
| Freelance Recruitment Consultant | 3 years |
| Management consultant / Project Manager | 10 years |
| Educator / Teacher | 6+ years |
| Financial Planner | 5 years |
| Administrator/Project assistant | 6years |
| Money Guidance Counselor | 1 Year |

Education

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| List of Current Qualifications | **Year Completed** |
| Current Studies – master’s in project management | On-going |
| Moderator Training Course | 2015 |
| Facilitator Training Refresher Course | 2015 |
| Post graduate Diploma - Financial Planning Law (CFP) | 2012 |
| Regulatory Examinations (RE) Level 5 | 2011 |
| National Certificate in Wealth management NQF 5 | 2010 |
| Assessor OBE, ABET (ETDP) SETA |  |
| Certificate in Paralegal Studies | 2004 |
| Educator Training Course | 2004 |
| Introduction to South African Labour law | 2004 |
| Community mediation and conflict resolution Training | 2004 |
| Bachelor of Arts with Education (Honours) Degree | 1999 |
| Diploma in Project Planning and Management | 1998 |
| Uganda Advanced Certificate of Education A ‘Levels | 1995 |
| Uganda Certificate of Education O’Levels | 1990 |

Professional Accreditation /Training

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| 2017 | Accredited Assessor & Moderator ( SABPP) \* HrR Associate & Generalist) |
| 2017 | Ex-Officio Commissioner of Oaths |
| 2016 | Accredited Assessor: LGSETA |
| 2016 | Accredited Assessor& Moderator: PSETA |
| 2015 | Professional Registration: HR Associate – Generalist (South African Board for People Practices) |
| 2015 | Insurance Seta – Accredited Assessor- Wealth Management |
| 2014 | Finance and Accounting Services Sector Education and Training Authority FASSET: Accredited Assessor |
| 2013 | Services SETA: Accredited Assessor& Moderator |
| 2011 | RE 5 Representatives: Regulatory Examinations Certificate SAIFM |
| 2010 | Education, Training and Development Practices Sector - Education and Training Authority SETA - Conduct Outcomes based Assessment |
| Training and Facilitation for non-financial Managers- Accounting for office professionals |
| 2004 | Basic Paralegal Skills |
| Worker’s Education Project: Educators Training Course, Facilitation and Presentation Skills |
| Community Mediation and Conflict Resolution Skills |
| How best to use the CCMA |
| Introduction to Labour Law - University of the Witwatersrand |

Professional Registrations / Memberships

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| * South African Council of Educators (2013). * Financial Service Board (2009). * Ministry of Education Uganda (2001). * The Climate Reality Project 2014 |

Computer Skills

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| * Microsoft Office (Word, Excel, PowerPoint) * Lotus Notes * Microsoft Project * Front End Financial System * Various Blueprint Programmes / Software | * Spotlight * Blue print insurance system * Advantage Operating system * Astute systems, AS400 * CRM |

Areas of Expertise

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| * Training, and facilitation of learning interventions * Assessment & Moderation of learning * Training and learning material development * Business development. * Financial services industry. * Strategic management. * Marketing management. * Sales &Marketing (Financial Services Industry) | * Entrepreneurship. * Customer relations. * Analytical preparation and implementation of potential growth opportunities. * Legal / compliance. * Proposal writing and presentations. * Sales and Marketing Skills (Retail) * Business Communication Skills (Including Soft Skills) |

Knowledge, Skills and Abilities

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| The following knowledge, skills and abilities have been acquired through a combination of formal education, life-long learning, prior experience or on the job training:   * Training and facilitation skills * Knowledge of adult learning principles * Cultural diversity * Supervision and conflict resolution skills * Decision making and problem-solving skills * Coordination and organizational skills * Time management and work scheduling skills * Good communication skills, both oral and written * Good interpersonal relations and ability to work well with others * Honesty, integrity, professionalism and willingness to work overtime * Promotion of the values described in the Bill of Rights and the principles underpinning the National Qualifications Framework and Employment Equity Act.  |  |  | | --- | --- | |  |  | |

Career History

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| **current** | |
| 1. | **learning & development facilitator - MULTIPLEX CONSULTING SERVICES** |
|  | * Design, plan and implement a framework for the effective delivery of standardized training, management routines and reporting to ensure compliance * Coordinate and drive the review and updating of site-based training databases and matrices * Participate in the development and updating of training materials and ensure uploading onto appropriate LMS platforms * Provide day-to-day support for site-based Training departments * Design, plan, coordinate and implement appropriate electronic filing / record keeping protocols for all sites to align with * Collaborate with relevant stakeholders to ensure continuous improvement on all L&D processes * Give input to opportunities for automation, system enhancements and new learning technologies * Facilitating the process of learning, giving support to others, making it easier and manageable, providing opportunities, guidance and direct activities and assisting learners achieve the learning outcomes. * Planning assessments of learners and ensuring readiness of learners to undergo assessment including taking consideration of assessment resources, equipment and venue. * Conducting training on the FET Certificate: Wealth Management NQF level (150 (credits comprising of a variety of Unit standards. * Marking of both formative and summative assignments and ensuring that learners have completed all project assignments and that they are signed and dated accordingly. * Allocate marks where specified whilst applying discretion on answers provided as well as checking for originality of work assignments. |
| 2 | **free lance assessor mmi Holdings Ltd- national certificate wealth management nqf level 5 : various locations nationally** |
|  | * Facilitated the process of learning, giving support to others, making it easier and manageable, providing opportunities, guidance and direct activities and assisting learners achieve the learning outcomes. * Planned assessments of learners and ensuring readiness of learners to undergo assessment including taking consideration of assessment resources, equipment and venue. * Conducted training on wealth management NQF level 5 (149(credits comprising of 5 Unit standards. * Marked of both formative and summative assignments and ensuring that learners have completed all project assignments and that they are signed and dated accordingly. * Allocated marks where specified whilst applying discretion on answers provided as well as checking for originality of work assignments. |
| 3. | **External Consultant reviewer- national council of higher education- republic of malawi** |
|  | * Reviewed all higher institutions of learning programmes, facilities, management and operational policies in relation to the Higher Institutions of learning Act of the Republic of Malawi * Institutional assessment with regard to facilities, resources and associated requirements to operate higher institution of learning. * Academic programme assessment- review of academic programmes and design of various institutions of higher learning. * Reviewed of governance and management policies of various institutions of higher learning. * Reviewed educational policies in line with the Malawi Ministry of education and National Council of Higher Education guidelines and principles. * Assessed and recommended / approved accreditation of institution to provide higher education. * Reported on findings and assessments made to the Chief Executive Officer (NCHE) * Reviewed curriculum, and liaised with faculty staff, technical staff and students in respective programmes Including the Malawi College of Accountancy. * Conducted entry and exit meetings with academic, management and student bodies. * Benchmarked academic programmes with regional institutions. * Advise the National Council of Higher Education on institutional accreditation. |
| **4.** | FREELANCE tRAINING FACILITATOR/ ASSESSOR & MODERATOR- ongoing |
|  | * Design and conduct training and development programs to improve individual and organizational performance including analysingtraining needs/ and wealth management for various training providers. * Develop and deliver an outstanding training and workshop activity that engage clients, meet their learning objectives and contributes to the overall program targets. * Regularly review my workshop practice to maximise client participation, satisfaction and success. * Evaluate training materials prepared by instructors, such as outlines, text, or hand-outs. * Negotiate contracts with clients including desired training outcomes, fees, or expenses. * Present information using a variety of instructional techniques or formats, such as role playing, simulations, team exercises, group discussions, videos, or lectures. * Keep up with developments in area of expertise by reading current journals, books, or magazine articles. * Obtain, organize, or develop training procedure manuals, guides, or course materials, such as hand-outs or visual materials. * Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time. * Coaching and Developing Others - Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills. * Provide Consultation and Advice to Others - Providing guidance and expert advice to management or other groups on technical, systems-, or process-related topics. * Evaluating Information to Determine Compliance with Standards - Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards. * Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork. |
| previous | |
| **5.** | may 2014 – September 2015 |
|  | PROJECT COORDINATOR – JOINT AID MANAGEMENT SOUTH AFRICA- VODACOM CHANGE THE WORLD csi pROGRAMME 2014/2015 |
|  | Collaborate with JAMSA operations staff including, M&E Coordinator, Agriculture Supervisor and Monitor, Administration Manager and Financial Controller.  **Purpose of Position:** To provide overall coordination of the JAMSA agriculture component of the “Orange Farm Community Service Centre” (CSC) Orange Farm, Gauteng programme funded by the Vodacom Foundation Change the World CSI Programme 2014/2015.  **Major Responsibilities:**  **Coordination – 85%**   * Monitoring and Evaluation of programme impact in Orange Farm * Coordinate baseline research and analysis on the proposed CSC. * Coordinate the development of a vision, strategic plan and budget for the agriculture component of the JAMSA CSC with the participation of staff and partners. * Coordinate the development of a CSC business plan, inclusive of budget and cash flow utilizing recognized Project Management principals and methodologies. * Coordinate the establishment of an effective and efficient CSC monitoring and evaluation plan, including a data base and reporting requirements. * Coordinate the establishment of financial and administration systems, policies and procedures for the CSC. * Liaise with JAMSA stakeholders including existing and new partners, NGOs/CBOs and government departments * Coordinate the development and maintenance of stakeholder and partner MOUs. * Coordinate regular feedback sessions with stakeholders and partners. * Coordinate effectively with other departments within JAMSA. * Research best practices and identify potential innovations to enhance improvements in the CSC. * Compile a monthly report in an agreed format to the Operations Manager by the 10th of the following month.   **Financial Management – 15%**   * Ensure reconciliation of cash advances, including Bidvest Card at each month end.   **Achievements**   * Project documentation approved by JAMSA Managing Director, including baseline research and research; vision, strategic plan and budget, business plan, M&E plan, financial, administration, policies and procedures. * Approved and signed MOUs with stakeholders and partners. * Monthly Reports in accordance with agreed contents by the 10th of the month. |
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| 6. | September 2014– PRESENT |
| **Multiplex Consulting Services (Own Business): Learning & Development Consultant** | |
| Design various corporate training products / solutions for ©various clients including service deliverysolutions,, budgeting, planning, parliamentary procedures public sector financial management and accountability, human resources, information technology, legal, management.  7 January 2014- December 2016: HR Consultant sales Pinagare Human Capital Specialists | |

* Prospecting for new and potential clients and building client relationship retaining existing clients and generating repeat business from them.
* Industry research on companies/sectors which are currently hiring. Searching and screening potential appropriately qualified candidates to the relevant job specifications.
* Negotiation of employment offers between prospective employers and prospective employees.
* General administration duties including typing and reformatting of CVs as well updating of databases.
* Desktop research on potential business deals, analysing market strategies and industry trends.

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| 8**.** | June 2013- september 2013 |
| **Recruit – wise (Sourcing company / Recruitment)**  Kempton Park, Johannesburg, South Africa | |
| **Business Development Manager (Part time)**  **Responsibilities**   * Prospecting for new and potential clients and building client relationship retaining existing clients and generating repeat business from them. * Industry research on companies/sectors which are currently hiring. Searching and screening potential appropriately qualified candidates to the relevant job specifications. * Negotiation of employment offers between prospective employers and prospective employees. * General administration duties including typing and reformatting of CVs as well updating of databases. * Desktop research on potential business deals, analysing market strategies and industry trends.   **Reason for leaving: To start my own business** | |

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| **9.** | November 2012 – may 2013 |
| **AGM Consultancy- Egypt** | |
| **Management Consultant (Six-month Contract) Forensic Audit Investigation & Due diligence**  **Responsibilities**   * Basic investigations involving interrogation of systems and tracking of source documents and report writing. * Establishment of audit trails determination of procedures. * Interviewing and sharing of information with Government Department officials regarding systems and processes as well as established procedures.   Reason for leaving: End of fixed term contract | |

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| 10. | SEptember 2011 – october 2012 |
| **First National Bank**  Johannesburg, South Africa | |
| **FINANCIAL PLANNER: Insurance sales Investment Planning, Estate Planning, Business Planning, Banking Products**  **Responsibilities**   * Ensured client retention by consistently providing an on-going service through portfolio reviews and reassessments. This improved client trust and confidence, hence boosting my retention ratio to an average of 85% overall. * Ensured continuous professional development on by attending on the job workshops, product launches and brand road shows. This resulted in increased production and income. * Developed wealth preservation solutions for entities and clients. This enabled them to take control of their financial goals and objectives.   **Resigned to take up fixed term contract in Egypt** | |

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| 10. | June 2011 – August 2012 |
| **Imali Matters**  Johannesburg, South Africa | |
| **MONEY GUIDANCE COUNSELLOR**  **Responsibilities**   * I championed my valued customers to achieve their lifetime goals by identifying their financial needs, providing sound financial advice, recommending and implementing "fit for purpose" financial plans and solutions. * Responsible for the procurement of new business (Sales & Marketing) * Expanded sales of products and services with existing customers (cross selling) * Worked on mainly on own leads (telephone cold calling, networking and by word of mouth) * Provided informational guidance on specific needs e.g. savings, signing of contracts, taking insurance, wills, inheritance, budgeting, car purchase, financial products, opening a bank account, getting the best deals, understanding credit, understanding account statements (including interest and charges), understanding credit bureaus and reports, etc. This empowered client to effectively manage their money matters.   **Reason for leaving offer of employment by FNB** | |

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| 11. | November 2010 – May 2011 |
| **Asset Guardian Financial services, A Franchise Division of Old Mutual Assurance Company**  Insurance Sales | |
| **FINANCIAL ADVISOR / WEALTH ADVISOR: Insurance sales Investment Planning, Estate Planning, Business Planning**  **Responsibilities**   * Applied knowledge of business insurance and proposed long term solutions for business entities, hence assisted them in implementing sound business decisions that saved finances in the long run. * Educated potential clients by describing the financial life cycle of individuals and how these influence financial decisions. This assisted them in making decisions regarding what products to purchase.   **Franchise was winding up business**. | |

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| 12. | April 2009 – october 2010 |
| **Liberty Life Group**  Johannesburg, South Africa (Insurance sales) | |
| **FINANCIAL ADVISOR: Insurance sales Investment Planning, Estate Planning, Business Planning, Wealth Planning and conservation**  **Achievements**   * Developed wealth preservation solutions for an entities and clients. This enabled them to take control of their financial goals and objectives. * Applied researched trends to individual financial risk in order to provide objective advice. * Analysed product designs of different medical schemes and evaluate the benefits of each scheme so as to make appropriate recommendations that suit individual clients. * Applied knowledge of business insurance and proposed long term solutions for business entities, hence assisting them in implementing sound business decisions that saved lots of money in the long run.   **Offer of employment by Asset Guardian Financial Services** | |

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| 13. | **FINANCIAL ADMINISTRATOR**  Jesuit Refugee Service (NPO) Refugee Re-integration Project June 2008 – March 2009  Reason for leaving: End of project |
| 14. | **MANAGEMENT CONSULTANT (PROJECT MANAGER)**  LMS Holdings  2006 – May 2008  Reason for leaving: End of contract with Gauteng Treasury Department |

References:Available on Request