

Candidate Profile



Jacomina (Jakkie) de Haas
 Manager, Planning and Execution
 (Operations)
 Absa



Academic Credentials

Jakkie de Haas matriculated from Oos Moot High School in Pretoria in 1981. She successfully completed her studies in project management through the Cranefield College of Project and Programme Management and received her advanced and postgraduate diplomas in 2003. She enrolled for and successfully completed the Absa Management Programme during 2004, receiving her certificate in March 2005.

Current Work Description

As Manager: Planning and Execution at Absa Retail Bank's Operations department, Jakkie's responsibilities include the overall management of operational projects such as Points of Presence rollout, Self Service Devices (ATMs, Internet Kiosks, Self Service Kiosks) and 'Why Q?'. Business Continuity Management is a major component of these projects.

Business Credentials and Skills

Jakkie has the ability to create a positive working atmosphere and offers willing support to make work easier for others. In June 2007, peers, colleagues and sub-ordinates indicated via a 'Multi-source' survey that she is true to Absa's values, namely:

- Value our people and treat them with fairness
- Exceed the needs of our customers
- Take responsibility for the quality of our work

- Display leadership in all we do, and
- Demonstrate integrity in all our actions.

Jakkie has extensive experience in the implementation environment and during 2002 and 2004 took up the role as the only Head Office Implementation Consultant, facilitating project Galaxy countrywide. Other projects such as Paradigm, Private Bag: Assistants Personal Bankers and Automated Journals are included in her portfolio. Jakkie's proactive and innovation approach led to 'Why Q?', a training initiative facilitated through Internet Kiosks within the branch environment. The initiative supports branch staff to assist customers in the use self-service devices, thereby reducing pressure on the Customer Services and Tellers counters respectively.

Personal and Professional Learning Objectives

Jakkie has identified the following objectives, which she wishes to achieve through this programme:

- Learn to 'see' the bigger picture – strategy, and
- Develop the ability to make the necessary links to suffice initial purpose and/or objectives.

Personal Information

Jakkie is the proud mother of Elzette, Mariaan and Anelene, aged 22, 20 and 16.