


<p>Personal Details</p> 	<p>Roland Peter French (Peter)</p> <p>Position Sought: With some component of strategic consultative thinking to attract and satisfy the ability for lateral problem solving, including a large component of Business Process optimisation - especially in the revenue generation discipline - coupled with a strong ability to influence corporate change and project manage a delivered solution.</p>
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<p>Experience overview Summary</p>	<p>Owner – Quad-S: Sales Performance Coach - Consulting to Large team - Revenue Generating Process</p> <p>Consultant - Dimension Data: Customer Advocacy</p> <p>Regional Sales Director - Compuware SA: Software Tools</p> <p>Consultant Banking – IBM: Banking-Financial Services</p> <p>Owner/Consultant – TSD: Automotive Manufacturing</p> <p>Senior Consultant – IBM: Automotive Manufacturing</p> <p>Branch Sales Manager – IBM: Small and Medium Enterprises</p> <p>Process Consultant – IBM Large Manufacturing Conglomerate</p> <p>Mining Consultant – IBM Mining (Gold and Platinum)</p> <p>Sales Manager – ICL: Small and Medium Enterprises</p> <p>Area Manager – ICL Manufacturing</p> <p>Advisory Sales Executive – ICL Mid-Range systems</p>
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<p>Education</p>	<p>Krugersdorp High School</p> <p>Achieved: Matric with University Entrance – Maths and Science; Student Officer; Class Christian leader</p> <p>Basic Training SADF</p> <p>Achieved: 10 year commitment - retired rank of Captain</p> <p>Witwatersrand University</p> <p>Achieved: ATC1 (light current electrical engineering)</p> <p>Witwatersrand Technikon</p> <p>Achieved: Production Management Diploma (CATE)</p> <p>South African Institute of Management</p> <p>Achieved: Diploma in Business Management - M+3 (equivalent to Commerce Degree)</p> <p>University Montpellier (Belgium)</p> <p>Achieved: Consulting the IT Director</p> <p>Theological Institute of Johannesburg</p> <p>Achieved: Incomplete - BTh Consulting the whole Person</p>
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	United Professional Sales Association Achieved: Consulting to the Sales Process (CRSP*) *Certified and Registered Sales Professional
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In-company Courses	ICL <i>Sales Management Techniques</i> <i>Basic Selling Skills</i> IBM <i>Consulting the (IT) Director</i> <i>Capital Projects - techniques for justifying ROI</i> <i>MITP Certification. IBM Profession - Project Management</i> <i>Client Server design and implementation strategies</i> <i>Desktop Computing - TCO</i> <i>Product Technologies - Mainframe - Network – Storage</i> Dimension Data <i>DD University - Application Network Solutions</i> Quad-S <i>Consulting to the Business Process - Sales/CRM</i>
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Career History Overview	Process Consulting <i>May 2004 – to date</i> Banking Consulting <i>April 2002 – May 2004</i> Regional Sales Director <i>April 2000 – March 2002</i> Manufacturing Consulting <i>March 1999 – April 2000</i> Automotive Consultant <i>June 1995 – March 1999</i> IBM 1975 - 1995 <i>Territory Executive - Eastern Cape</i> <i>Branch Manager - East London</i> <i>Lead Consultant - Manufacturing</i> <i>Lead Consultant - Mining</i> ICL 1966 - 1975 <i>Consultant small Manufacturing</i> <i>Area Manager</i> <i>Sales Executive</i>
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<p>Detailed Work experience</p>	<p>Quad-S (Systematic Sale Skill Strategies) Owner - Process Consultant May 2004 - to date</p> <p>Vision: Consult my target market to bring a formal IP/methodology to the sales process and build a sound consultancy bringing added value to my clients. To leverage my extensive experience in sales and write about sales.</p> <ul style="list-style-type: none"> • Certified in the delivery and design of the workshops offered by Infoteam • Certified in a Workplace coaching method • Build an annuity income stream by creating a team to accomplish ongoing sales and delivery <p>Process: Import and train skills that would be capable of delivering on our vision. Build a BEE and SETA certified entity. Search and develop at least 3 large accounts in the first year of operations.</p> <p>Achieved: All we had set out to do. BCX uses us wall-to-wall, sold arivia.com, SUN Southern Africa, SAP uses our methodology exclusively. Chosen as the only provider at Dimension Data and Internet Solutions - turning a loss making division to profitability.</p> <p>Dimension Data (South Africa) Consultant - Customer Advocacy April 2002 – May 2004</p> <p>Vision: To consult directly through large account management and relationship, the architectures surrounding network applications enabled by the Microsoft Architecture Servers. Create the Customer Advocacy sales level based on Consultative Selling</p> <ul style="list-style-type: none"> • Certified on Service Oriented Architecture to represent this architecture in large IT solution creation • Certified to consult on the emerging Microsoft approach to Enterprise Data Centre. <p>Process: Coached the skills necessary to be successful in a large organisation and into large enterprise customers.</p> <p>Achieved: Lead consultant on new business relationship revenue valued at R29M (PPS), managed existing clients (5) GP revenue valued at R10M. Consulted and lead the team to create a unique SOA solution valued at R60m-rev – Awarded the CEO's Innovation Award 2003</p> <p>Compuware Corporation Regional Sales Director – Country General Manager April 2000 – March 2002</p> <p>Vision: As a result of a consulting assignment, I was asked to join the company and; create a sales team from scratch and meet corporate goals of Human, Revenue and Expense criteria. Impart "large enterprise" process management to a "small" enterprise. Drive Quality and sales process understanding. Achieve change through formal change management process.</p> <ul style="list-style-type: none"> • Apply IT and Commercial contacts to enhance CWZA's sales
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	<p>process</p> <ul style="list-style-type: none"> • Management of the Large Corporate relationships • The restructure of the company to core competencies – build BEE criteria • Conceptualise, design and roll out training, mentoring and coaching strategy • Build a rounded team, Sales, Finance, Support • Conceptualise, base research and launch channel strategy <p>Process: Change Management. Applied Project management process. Applied extensive skills training. Formulated and rolled-out Sales Process and CRM techniques</p> <p>Achieved: Turned a revenue loss into a profitable entity hitting every quarter's revenue and 148% of year-end targets (\$8.8m). Took 5 of 10 sales and 2 of 2 sales managers to 100% club. Managed the company through difficult FY02 25% new revenue 100% maintenance attainment.</p> <p>IBM Southern Africa</p> <p>Banking Senior Consultant</p> <p>April 1999 – April 2000</p> <p>Vision: Exercise consulting skills in a major financial account, to exploit the evolving skills shortage and extend experience into the "new" technologies of e-Commerce Z/OS and CRM.</p> <ul style="list-style-type: none"> • Management of the corporate relationships • Consult on the IT infrastructure enabling the integration of Liberty Life into Standard Bank • Concentrate on the CRM aspects of Life and Wealth protection services within the group • 3 year contract, terminated by IBM (for all contractors) after Y2K • Headhunted to country manage Software Tools company <p>Process: Appointed to the most prestigious account team in IBM – The Standard Bank team - Banking and Finance Group</p> <p>Achieved: The assigned Business Objectives – Consulted in CRM and e-Business through formal IBM activities. Years Target R18M achieved R12M (8 months)</p> <p>THE System Decision cc</p> <p>Owner - Automotive Consultant</p> <p>June 1995 – April 1999</p> <p>Vision: Precipitate early retirement from IBM (50years of age) and establish a focused consultant practice.</p> <ul style="list-style-type: none"> • Providing Management Consulting to the automotive industry for IBM in the Eastern Cape. • Consulted on and Project managed one large project every year. The most notable one has been the consolidation of computer activities at Mercedes-Benz onto a single large system. <p>Process: Process Change knowledge, Change Management</p>
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skills and Project Management techniques to fill the void left by a changed IBM "go to market" plan.

Achieved: Recognition of a major project completion that influenced the world wide relationship between Mercedes Benz and IBM

International Business Machines

1975 - 1995

Various Consulting Positions

Selected Projects - MBSA

Industry Consulting Principle - Re-engineering

Vision: Position myself to make the change from Consulting to Enterprise Branch/Territory Manager

- Responsible for the identification, structure and main board motivation for the largest re-engineering project ever undertaken by IBM in Southern Africa. (at that time)
- International Focused Project necessitated the assignment of specialist skills from around the world. People management from diverse backgrounds with tight project management being key.
- At the height of the project we had 30 full time consultants on the re-engineering team. Large budget negotiations with day-to-day responsibilities for control and profit were successfully applied.
- Responsible for the identification of Business Needs and Process deficiencies. Business process fundamentals was a key requirement
- Responsible for the structure of the offering and board level justification. High-level verbal and written communications together with professional relationship management. Large degree of lateral vision was a requirement.
- Project definition and international search / selection to populate the project team. "Virtual Team" cohesion and personnel motivation was a key skill.
- A professional project manager managed the project while client relationship management remained with me.
- Project objectives that were influenced by industry knowledge and international networking:
 - Clients gained renewed focus
 - New marketing processes
 - World class process definitions
 - Business measurements against international benchmarks
 - IBM revenue in excess of R200 million.
- This project has resulted in substantial benefit for the client, revenue for IBM and an expanded business relationship that has seen the chairman of both groups meeting to plan information technologies within the automotive industry.

Process: Attend and passed the relevant IBM management

	<p>certification courses.</p> <p>Achieved: Target over achievement in a depressed territory/industry applying lateral thinking. Used local and international resources to achieve objectives. Conceived and sold the largest IBM Process Engineering Project in SA</p> <p>Branch Manager - East London</p> <p>1992</p> <ul style="list-style-type: none"> • Within a year of taking over EL, I was asked to support corporate clients in Port Elizabeth together with managing the IBM presence in the Eastern Cape territory. • This assignment was focused on the manufacturing industry with particular emphasis on the automotive industry. <p>Achieved: Managed corporate team. Responsible for all business criteria such as marketing, revenue, expenses. Achieved 100% quotas.</p> <p>Territory Manager - Eastern Cape</p> <ul style="list-style-type: none"> • Managed the day-to-day sales activities of IBM in the Eastern Cape. • Involved in the strategic thinking and structure of the first out-source activity in this region which resulted in the take over of MBSA's computer facilities by deBIS • Territory revenue in excess of R90 million/annum <p>Achieved: Sold personal targets as well as managing sales teams. Instituted training and mentoring program, applied sales process tools to manage performance – all achieved 100%club nominations</p> <p>JCI - Johannesburg Consolidated Industries</p> <p>Mining Industry - Consulting Lead</p> <ul style="list-style-type: none"> • Process identification and board level justification. • Project initialisation. • Lead task manager for multi-disciplined team. • Project documentation - project book owner and performance manager. • Post project ROI study. • Savings (ROI) in 18 months, greater information security, and disaster recovery plan. • The revenue was in excess of R30 million/annum. <p>Barlows</p> <p>Account Executive</p> <ul style="list-style-type: none"> • Performed a number of executive contact roles, for specific mining companies, through to finally running the relationship between IBM and Barlows Corporate interests who owned IBM SA at that time. <p>Generic Projects Undertaken</p> <ul style="list-style-type: none"> • Mainframe consolidation projects - Barlows, JCI.
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	<ul style="list-style-type: none">• Restructuring midrange-manufacturing processes - Mondi.• Mainframe support structures - VW of South Africa - MBSA.• Re-engineering of processes - MBSA.• Application fit - VW of South Africa.• Rapid Application Development - VW of South Africa.• Call centre - application fit - MBSA and implementation at VW of South Africa.• Branch Sales management - IBM. <p>Achieved: During my 20 years at IBM I accumulated 18 HPC (Hundred Percent Awards – in-country sponsored) and achieved 2 Golden Circle awards, which are global IBM recognition of outstanding sales achievement.</p> <p>International Computers Limited (South Africa) 1966 - 1975</p> <p>Various Positions</p> <p>Marketing Manager / Sales Executive</p> <p>At ICL my first assignment started as graduate hire. I then progressed through the sales ranks to hold the position of Area Marketing Manager</p> <ul style="list-style-type: none">• Responsible for a sales region, reporting to the marketing director. <p>Achieved: Sales targets every year (ICL 100 % quota club) and managed to be selected for the world wide contested Atlas club on 3 occasions.</p>
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