



# ELSA VOLSCHENK DE ROOS

Management | Information | Communication | Quality | Design | Systems

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## Core skills

- Knowledge & Information Management
- Digital Platform Management
- Strategic Communication
- Graphic & Interactive Design
- Project & Team Management
- Quality Assurance w/ Consistency
- Capacity Building & Mentoring
- Web Development & Usability
- IT Systems Analysis & Design

## Other strengths

- Verbal & Written Communication
- Detail orientated
- Creativity
- Problem Solving
- Planning & Organising
- Relationship Management

## Software skills

- Microsoft Office, Project & Visio
- Adobe Creative Suite
- Google Workspace
- ArcGIS ArcMap
- SharePoint
- Prezi

## Introduction and overview

My experience in the broad field of information communication, technology, design and management started during my **BIS Multimedia studies** in 2000. Since then I have been privileged to head up a web development business, consult for one of Africa's leading universities, design continental systems to enhance trade relations and implement knowledge management best practices for **USAID-funded projects in the health sector**.

Through strong networks in **higher education** I have gained specialised insight in the areas of **knowledge and information management, quality assurance and system design**. I've worked with Umalusi, Universities South Africa (USAf), the South African Quality Council (SAQA), the Council on Higher Education (CHE) and various South African universities.

As consultant for the University of Pretoria's Quality Unit I conducted an **information audit of the organization** to improve institution-wide information management practices. This as well as my involvement in the development of a **national quality assurance framework for science centres in South Africa** embedded my passion for continuous quality improvement.

**Regional and continental web developments in Africa** have given me the opportunity to work with and capacitate delegates from more than 30 different African countries. These interactions have guided my understanding and implementation of **cultural- and language-sensitive information design**.

Since the start of my career, my responsibilities have included project and team management to ensure successful product development, firstly as **co-owner of a business and then as project manager of both large and small teams**. At a leading South African bank I was responsible for managing a data- mining and visualization team where I gained insight into data management.

My role as **knowledge and information management** advisor for the USAID Tuberculosis South Africa Project and currently for THINK - TB and HIV Investigative Network, entails the conceptualization, design, development, storage and online sharing of project-and tuberculosis related information on various digital platforms.

Management and implementation of information design, communication, knowledge sharing and quality improvement is what I do best, and I would love an opportunity to apply my skills toward making a difference in an organisation.

## Education

### 2004, BIS Multimedia, University of Pretoria

Core modules: Computer Science, Information Science, Visual Communication, Multimedia, Visual Design and English

### 2005, BA (Hons) Visual Studies, University of Pretoria

Core modules: South African Visual Culture, Key texts in Visual Culture, Branding & Visual Identity & Digital Culture

### 2006 to present, Short courses

Shadowmatch, NXTmove business consulting, Continuous Quality Improvement, Knowledge Management, Digital Storytelling & Business Writing & Grammar

## References

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Career Growth	Focus Areas	Key Projects
2021 - present <b>Information Specialist</b> Octoplus Information Solutions	<ul style="list-style-type: none"> <li>- Information Design &amp; Management</li> <li>- IT Project Quality Assurance</li> <li>- Web Development &amp; Design</li> </ul>	<b>Project Website &amp; Intranet</b> 2016 - 2021, USAID Tuberculosis South Africa Project
2016 - 2021 <b>Knowledge Management Advisor</b> USAID Tuberculosis South Africa Project, University Research Co. (URC)	<ul style="list-style-type: none"> <li>- Knowledge &amp; Information Management</li> <li>- Digital Platform Management</li> <li>- Content Creation, Editing, Layout, Quality Assurance &amp; Sharing</li> <li>- Graphic &amp; Visual Design</li> <li>- Data Capture Tools &amp; Dashboards</li> <li>- Data Visualizations &amp; Maps</li> <li>- mHealth System Specification</li> </ul>	<b>World Diabetes Day Walks</b> 2017 - 2020, USAID Tuberculosis South Africa Project
2015 - 2016 <b>Project &amp; Team Manager</b> Nedbank, Britehouse Consulting	<ul style="list-style-type: none"> <li>- Project &amp; Team Management</li> <li>- Knowledge Management</li> <li>- Client Relations</li> </ul>	<b>Document Management System</b> 2016 - 2021, USAID Tuberculosis South Africa Project
2010 - 2015 <b>Information Specialist, Project &amp; Team Manager</b> Octoplus Information Solutions	<ul style="list-style-type: none"> <li>- Project &amp; Team Management</li> <li>- IT Project Quality Assurance</li> <li>- Business Systems Analysis</li> <li>- Knowledge Management</li> <li>- Change Management</li> <li>- Usability Testing &amp; Design</li> <li>- Web Development &amp; Design</li> <li>- Training Content &amp; Facilitation</li> <li>- Client Relations</li> </ul>	<b>Nurse Mentor Initiative</b> 2015, Foundation for Professional Development (FPD)
2011 - 2015 <b>Part-time Lecturer, Visual Design</b> University of Pretoria	<ul style="list-style-type: none"> <li>- Lecturing</li> <li>- Weekly Mentoring Sessions</li> <li>- Development of Course Material</li> </ul>	<b>Matriculation Board IT System</b> 2015, Universities South Africa
2009 - 2010 <b>Information Management Consultant</b> Quality Unit, University of Pretoria	<ul style="list-style-type: none"> <li>- Project &amp; Team Management</li> <li>- Project Quality Assurance</li> <li>- Knowledge Management</li> <li>- Information Strategy &amp; Policy</li> <li>- Change Management</li> <li>- Usability &amp; Acceptance Testing</li> <li>- Graphic &amp; Information Design</li> <li>- Training Content &amp; Facilitation</li> </ul>	<b>CHE Website &amp; Intranet</b> 2014, Council on Higher Education
2007 - 2010 <b>Part-time Consultant, Trainer</b> Shadowmatch Workforce Optimisation	<ul style="list-style-type: none"> <li>- Facilitation &amp; Training</li> <li>- Visual &amp; Multimedia Design</li> <li>- HR-related Consulting</li> </ul>	<b>Africa Platform for Development Effectiveness (APDev)</b> 2011 - 2014, AU NEPAD
2008 - present <b>Owner, Consultant, Facilitator</b> NXTmove4.0 Business Consulting	<ul style="list-style-type: none"> <li>- Business &amp; Web Consulting</li> <li>- Facilitation &amp; Training</li> <li>- Visual Design &amp; Marketing</li> </ul>	<b>Framework for the Promotion of Excellence in a National Network of Science Centres</b> 2011 - 2014, DST/SAASTA
2004 - 2010 <b>Owner, Project Manager, Multimedia Designer</b> Spiraleye Studios	<ul style="list-style-type: none"> <li>- General &amp; Project Management</li> <li>- Multimedia &amp; Web Design</li> <li>- Usability &amp; Acceptance Testing</li> <li>- Graphic &amp; Information Design</li> <li>- Marketing, Sales &amp; Branding</li> <li>- Relationship Management</li> </ul>	<b>Non-Tariff Barriers: Reporting, Monitoring &amp; Eliminating Mechanism</b> 2010 - 2013 COMESA, EAC, SADC
		<b>UP Intranet</b> 2011 - 2013, University of Pretoria
		<b>Interactive online training</b> 2010, Shadowmatch
		<b>Institution-wide Information Audit</b> 2010, University of Pretoria
		<b>Interactive DPE SRPESA Knowledge Base</b> 2007, Department of Public Enterprises
		<b>Multimedia CD-ROM for prospective students</b> 2004 - 2007, University of Pretoria