

# Glodine Palesa Bonner

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## Executive: Digital Transformation & Operations Optimization

### Professional Summary

An esteemed Digital Business Transformation and Operations Optimization Management Consulting Executive with over a decade of leadership experience. Expert in orchestrating end-to-end digital transformations and operational enhancements for B2B and B2C sectors within diverse industries. Proven track record of steering cross-functional teams to achieve efficiency gains of 10-25% by leveraging innovative strategies in process improvement, technology integration, and change management.

Known for driving sustainable business transformation initiatives with a cohesive leadership approach.

### Core Competencies

**Business Transformation:** Subject Matter Expert and visionary thought leader in operating model design, strategy articulation, and organization governance frameworks.

**Process Transformation and Management:** Expertise in the design, implementation, and management of business processes, augmented by proficiency in process mining and the facilitation of process automation. Comprehensive understanding of process architecture tailored to Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) systems.

**Team Leadership:** Adept at communicating, building, and managing senior Director stakeholder relationships. More than 7 years' experience in fostering collaborative team environments, and leading teams while nurturing talent growth.

**Management Consulting:** Skilled in business development, complex program delivery, including initiative scoping, budget oversight, and strategic planning.

**Operations Management:** Proficient in marketing, sales, and IT operations, with a focus on business process automation, agile methodologies, and customer experience enhancement.

**Cross Industry Experience:** Financial Services, Health & Public Services, Communications Media & Technology, Oil & Gas, Automotive and Non-Profit.

### Professional Experience

#### **Accenture Global IT Business Operations Process Transformation Lead: Germany, 2021 – 2023**

Spearheaded the establishment of a Business Process Center of Excellence, standardizing over 70 global IT processes, enhancing organizational memory, and optimizing operations through automation for a workforce of ~1200 globally.

Championed a shift towards agile IT operations, leading to a 25% increase in process automation opportunities and significant cost reductions.

Designed the roadmap to start process mining to improve optimization of workflows and improved operational efficiencies with platforms like SAP Signavio and Celonis.

Partnered with Sustainability capability to identify business process sustainability opportunities enabled by technology.

Managed a budget exceeding \$1 million and directed a team of 20+ professionals in process analysis, design, and automation.

### ***Accenture Business Operations: USA, 2020 – 2021***

Initiated and developed the internal operations function for the USA South Business region, supporting over 300 staff members across various consulting domains.

Partnered with finance and analytics teams to deliver data-driven insights for executive decision-making.

Orchestrated talent development initiatives and financial management processes, aligning with FY21 business goals.

### ***Accenture Strategy Consulting: USA, 2012 – 2020***

Led the business development, design and implementation of over 10 Business to Consumer and Business to Business digital transformation consulting engagements across multiple sectors, achieving notable success in business operating model revamps, business process design and implementation, change management and customer experience improvements.

Successfully managed the design and implementation of operating model transformations for Fortune 500 companies, resulting in enhanced client business efficiency (cost reduction and process optimization) and customer satisfaction (experience and operational efficiencies).

### **Pre-Consulting Career: South Africa 2003-2012**

Led the Global Brand Marketing and Corporate Social investment support for Oil, Gas & Chemical multinational company Sasol Limited for 7 years.

Managed the Marketing (Advertising and Digital) for all new and preowned car brands for Automotive company Toyota for 2 years.

### **Formal Education**

- **Field of Study:** Circular Economy and Sustainability Strategies; April 2024 - Ongoing; CAMBRIDGE JUDGE BUSINESS SCHOOL EXECUTIVE EDUCATION
- **Field of Study:** Global Executive Master of Business Administration (EMBA) January 2020 to December 2021; **USA:** PURDUE UNIVERSITY KRANNERT SCHOOL OF MANAGEMENT and **Netherlands:** TIAS EUROPEAN BUSINESS SCHOOL
- **Field of Study:** Associate of Arts in Public Relations; 2004 to 2005; UNIVERSITY OF SOUTH AFRICA | Pretoria, South Africa
- **Field of Study:** Bachelor of Arts in Marketing Management; 2000 to 2004; UNIVERSITY OF JOHANNESBURG; Auckland Park, South Africa

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**NOTE:** Personal information, career work references and education certificates available, should you be interested in my application