

**James-Leon Roberts**  
**IT Specialist and General Management**

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Location: Malmesbury, South Africa

## **PROFILE**

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As an IT Specialist and Executive with over 30-years of work experience I have worked across multiple industries including the telecoms, aviation, and financial services industries.

I have amassed a unique set of generalist leadership skills, which should enable me to hit the ground running from day one in any new role.

Over the last 30 years I have implemented massive capital investment programs within budget & schedule, worked in an international context, managed change to increase efficiency and reduce IT costs and assisted start-ups with business planning, resource screening as well as providing strategic leadership. My solid technical foundation has enabled me to deliver key initiatives in support of business objectives within technical operations, information management, project management, application development, infrastructure management, system design, analysis, and business.

It is my belief that I would add value as an Executive, leading an IT Function or General Management role which requires a turnaround and/or with a growth mandate:

- Lead & manage change within the context of a Turnaround or new business model
- Lead a diverse Executive Team
- Improve Enterprise-wide Safety Management Systems
- Engage stakeholders with competing interests to facilitate the implementation of corporate strategy
- Facilitate organisational mindset shift, establish new neural pathways or new patterns for decision making
- Harness the potential of big organisations to create societal impact

My leadership style is assertive and collaborative. Over my career I have demonstrated the ability to manage departments effectively and mobilise resources to achieve business objectives and take initiative. I am an ethical, innovative and deadline driven individual. My key strength I believe is to share my experiences and knowledge with others to ensure growth for all and most importantly learn from those around me.

## KEY ACHIEVEMENTS

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- **Financial:** Lead both the IT team and the Business Team in identifying process gaps and revenue leakage to recover R350 million (\$USD 25 million). Developed and implemented a strategy which resulted in a cost saving of R150 million (\$USD 11million). The strategy was to re-invest in modernising existing IT solution vs implementing a new one. Managed to recover R10 million (\$USD 754,000) from due diligence activities across SAA subsidiaries.
- **Project Management:** Lead the IT **stream** in developing a Grant Funding framework for Sanlam, one of the Southern Hemisphere's leading Insurance companies. Managed major IT infrastructure development and migration projects to the value of R600 million (\$USD 45 million) in the last 8 years. Spearheaded a business case to host, as cited by the attendees, as the most successful Airline Group of the International Federation of Operational Research Societies (AGIFORS) symposium at that time.
- **People Leadership:** Developed leadership skills through successfully managing staff members in each role for the last 20 years.
- **Operation Management:** Defined and managed the execution of processes to increase quality across business and technical teams in line with high quality standards and divisional goals. Played a key role in introducing and implementing a mobile aircraft and crew tracking application for SAA called Network Aware. Redefining the technology landscape for SAA Technical utilising, people, process, and technology.
- **Awards:** Recipient of the Old Mutual Executive General Manager Award for excellence.
- **Languages:** English – Native, Afrikaans – Native, Dutch – Beginner
- **Passport:** South African
- **Visas:** USA B1/B2 exp 10 April 2026

## QUALIFICATIONS

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<b>Internal Consulting Diploma</b> , Infochoice, WITS Business School	2008
<b>Software Process Improvement</b> , Software Process Improvement Laboratory (SPIL)	2007
<b>Advanced Systems Development Diploma</b> , Radical Training	1997
<b>SAS IDS 1 and SAS Application Development 1</b> , SAS Institute	1997
<b>Introduction to DB2</b> , Reflex Information Services	1997
<b>Business Continuity Master Class</b> , Survive!	1997
<b>Systems Analysis &amp; Design Diploma</b> , FTI	1995
<b>COBOL Structured Programming</b> , WS & L Computer Training	1991
<b>Matric (Grade12)</b> , Marist brothers, St. Owens High School, Retreat	1982

## WORK EXPERIENCE

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SEP 2020 – TO DATE, **EXECUTIVE DIRECTOR**, ROBERTS TRIBE CONSULTING, AVIATION AND IT MANAGEMENT CONSULTING

### *Key deliverables*

- Lead the IT stream in developing a Grant Funding framework for Sanlam, one of the Southern Hemisphere's leading Insurance companies.
- Co-authored the Grand Funding framework.
- Assisted start-ups with business planning, resource screening, solution vetting and acquisition as well as providing strategic leadership.
- Completed and submitted AOC (Air Operator Certificate)
- Actively involved in collaborating and consulting with other solution suppliers and organisations.
- Actively mentoring PhD candidates, other graduates and professionals, pro bono

2014 - 2019 VARIOUS ROLES INCLUDING **ACTING HEAD OF DEPARTMENT (SAAT) & TECHNICAL MANAGER (FLIGHT OPERATIONS)**, SOUTH AFRICAN AIRWAYS

### *Key deliverables*

- Lead the IT team and the Business Team in identifying process gaps and revenue leakage to recover R350 million (\$USD 25 million).
- Developed and implemented a strategy which resulted in a cost saving of R150 million (\$USD 11million). The strategy was to re-invest in modernising existing IT solution vs implementing a new one.
- Managed to recover R10 million from due diligence activities I undertook with SAA subsidiaries and service providers.
- Defined and managed the execution of processes to increase quality across business and technical teams in line with high quality standards and divisional goals.
- Played a key role in introducing and implementing a mobile aircraft and crew tracking application for SAA called Network Aware.
- Redefined the technology landscape for SAA Technical utilising, people, process, and technology.

NOV 2011 – APRIL 2014, **GENERAL MANAGER OPERATIONS AND SUPPORT**, ALTECH

### *Key deliverables*

- Created successful strategic partnerships to establish new business ventures and deliver competitive differentiation to the company.
- Developed networks, built alliances, and engaged in cross-functional activities for strengthening divisional objectives.
- Set and executed client relationship strategy that consultatively engaged with clients and constructed a unique, compelling value proposition that kept the company as a preferred supplier.
- Provided strategic direction for the Operations Division in line with organisational objectives, vision, mission, and values.
- Identified and implemented service improvements (process, people, and technology) to increase customer satisfaction.
- Managed divisional budgets and all financials to attain financial feasibility and meet annual targets within the division. Included timeous payments, billing and invoicing of clients and suppliers. Provided divisional statistical reports.
- Managed and supported the technical internal infrastructure and all supporting contracts, suppliers, etc.
- Overall personnel management of division, including resource and capacity planning, regular KPAs, communication, career planning and succession planning.
- Proactively identified new opportunities for the sales team in existing or new accounts/clients and contributed to the development of proposals.

NOV 2006 – OCT 2011, **SENIOR MIGRATION SPECIALIST- TEAM LEAD**, SANLAM

**Process Architect (Strategy and Planning), Senior Applied Architect** (interrupted service) SANLAM

*Key deliverables*

- Delivered the ETL architecture to migrate the pension system off the mainframe to Oracle.
- Owned the Strategy and Plan Domain Processes which included IT Management, IT Service, the Product Delivery Process, and IT Support across the IT Value Chain.
- Exposure and use of ITIL, COBIT, LEAN/SIX SIGMA
- Managed Architectural designs of the Application Portfolio which included consulting to Business Solutions, IT Delivery and Enterprise Architecture.
- Project managed from start to end, the legacy systems migration.
- Implemented the SunGard Global Teams practices at that time i.e., develop globally and deploy, implement, and configure locally.

NOV 2008 – SEP 2009 **OPERATIONS MANAGER** PSITEK, an IT Company that develops solutions using cellular and wireless technology.

*Key deliverables*

- Managed all activities between various areas of the business (including product development, sales, marketing, support, finance, and suppliers) to ensure delivery and operational efficiency of solutions.

1987-2006, **VARIOUS IT ROLES**, Old Mutual and Subsidiaries

<b>IT Manager</b> , Old Mutual	Aug 2003 – Jan 2006
<b>Senior System Analyst/Team Leader</b> , Bytes Technology	Jul 2002 – Aug 2003
<b>Lead Developer/Team Leader</b> , Bytes	Jan 2002 – Jul 2002
<b>Senior Developer/Analyst</b> , EDS (United Kingdom)	Jul 2001 – Jan 2002
<b>Analyst Programmer/Team Leader</b> , Bytes Technology	2000 –2001
<b>Analyst Programmer/Team Leader</b> , Old Mutual later transferred to Bytes	1994 – 2000
<b>Various Positions</b> , Old Mutual	1987 - 1994

**COACHING AND MENTORING**

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- EMPOWER
- Women in STEM at UniSA (University of South Australia)
- The Mentorship Boardroom

**INTERESTS**

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Reading, Poetry, Music, Rugby, Cricket, Fishing & Wildlife

**REFERENCES**

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Available on request.