

CINDY DA SILVA

SENIOR PROJECT & PROGRAM MANAGER | DIGITAL & DATA

CONTACT

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LANGUAGES

- **English:** C2 – Native / Full Professional
- **Afrikaans:** C1/C2 – Full Professional
- **Portuguese:** B2 – Intermediate

EDUCATION

BCOM MARKETING MANAGEMENT (CUM LAUDE)
University of Pretoria, 2012

PGCE: BUSINESS & ECONOMICS (CUM LAUDE)
UNISA, 2014

CERTIFICATE IN DIGITAL MARKETING
University of Cape Town, 2015

HIGHER CERTIFICATE IN EVENTS & PR
Oakfields College, 2013

KEY ACHIEVEMENTS

- **Rescued underperforming projects**, delivering ahead of schedule and regaining client trust.
- **Delivered 5+ tech projects** (SaaS and mobile) from concept to launch, boosting efficiency and user experience.
- **Saved 6+ hours weekly** by streamlining CRM processes and automating workflows for SME clients.
- **Led global documentation and handover** for a multi-region data governance rollout in R&D.
- **Improved project delivery speed by 30%** through reusable components, clearer scope definition, and better stakeholder alignment.

PROFILE

Strategic and results-driven Senior Project & Program Manager with over 10 years of experience leading complex tech, data governance, and transformation initiatives across global environments. Proven ability to deliver full project lifecycles, from strategy to execution, while driving measurable business value. Skilled in Agile, Scrum, Waterfall, and hybrid delivery models, with a strong focus on cross-functional team coaching, stakeholder alignment, and embedding a culture of continuous improvement and ownership. Proven ability to guide teams through change, foster accountability, and promote self-managed, high-performing delivery teams.

EXPERIENCE

PROJECT MANAGER • NOV 2024 – PRESENT

Billigence (Contracted to Mondelez International) | Remote (Contract)

Supporting a global data governance program within R&D, focused on improving data quality, compliance, and alignment across business and tech functions.

Key Contributions:

- Standardized project documentation and guided teams in adopting delivery processes across multiple workstreams.
- Managed program-level deliverables while supporting team accountability and ownership of outcomes.
- Facilitated communication between cross-functional teams and senior stakeholders, enabling transparent progress and continuous improvement.
- Reported KPIs, team maturity, and cultural adoption progress to leadership and steering committees.
- Supported the rollout of governance frameworks and Agile-aligned best practices across global teams.
- Led structured handovers and retrospectives to transfer knowledge and promote team self-improvement initiatives.

SENIOR PROJECT MANAGER • AUG 2023 – OCT 2024

A2 Solutions (UK) | Remote (Full-Time)

Led end-to-end delivery of tech solutions, including SaaS platforms and mobile applications, for clients across various industries.

Key Contributions:

- Led end-to-end delivery of 5+ Agile software builds, facilitating backlog refinement, sprint planning, and team ceremonies from discovery to deployment.
- Improved client systems, reducing manual work and increasing operational efficiency.

CORE COMPETENCIES

- **Project & Program Delivery** – Full lifecycle delivery of tech, data, and transformation projects
- **Cross-Functional Team Leadership** – Leads distributed teams with a focus on collaboration, accountability, and timely delivery.
- **Stakeholder Management** – Builds strong relationships across technical and executive teams, ensuring alignment and clear communication.
- **Scrum Facilitation & Agile Coaching** – Guides teams through sprint planning, retrospectives, and continuous improvement practices to foster ownership and Agile maturity.
- **Continuous Improvement & Retrospectives** – Embeds feedback loops and self-reflection into delivery culture, helping teams identify growth opportunities
- **Data Governance Integration** – Applies governance frameworks and tools like Collibra to enhance data quality, compliance, and consistency
- **Business Analysis & Requirements Definition** – Translates business needs into actionable project plans and technical scopes.
- **Client-Centered Delivery** – Delivers solutions that improve efficiency, automate workflows, and drive results.

TECHNICAL SKILLS

- **Project Tools:** ClickUp, Jira, Trello, Confluence, MS Project, Zoho ONE
- **Collaboration:** MS Teams, Slack, Zoom, Google Workspace, SharePoint
- **Design & Documentation:** Canva, Mockflow, DrawIO, Figma
- **Development:** GitHub, BubbleIO, PowerApps, WordPress
- **Data Governance:** Collibra
- **Methodologies:** SCRUM, Agile, Waterfall

AGILE/ SCRUM HIGHLIGHTS

- Facilitated retrospectives, sprint planning, and backlog grooming across distributed teams
- Coached teams on Agile adoption, fostering ownership and continuous improvement
- Promoted a culture of self-managed delivery and transparent communication and supported cross-functional alignment through Product Ops collaboration

- Coached cross-functional teams in adopting Agile practices and taking ownership of their delivery and iterative improvements.
- Modernized legacy platforms to boost usability and enable scalable, value-driven development.
- Introduced reusable components and process efficiencies to support faster, repeatable product delivery.
- Streamlined approval cycles by embedding standardized documentation and feedback loops, enhancing transparency and team collaboration.

PROJECT MANAGER • SEP 2021 – AUG 2023

TD Software Services (UK) | Remote (Full-Time)

Oversaw web and mobile product development while guiding clients through Agile adoption and delivery.

Key Contributions:

- Transitioned teams from Waterfall to Agile, improving delivery speed and adaptability.
- Redesigned key product features to enhance user experience and business outcomes.
- Led distributed development teams through sprints, reviews, and planning sessions.
- Balanced priorities between business goals and technical feasibility to keep projects on track.

SENIOR MANAGER • SEP 2016 – SEP 2021

Fast Forward Finance (RSA) | Onsite - Pretoria (Full-Time)

Led legal account management and process improvement in the asset finance sector.

Key Contributions:

- Built and implemented operational procedures and compliance controls.
- Managed complex legal portfolios and recovery processes.
- Enhanced internal systems for greater reporting accuracy and process efficiency.
- Led strategy for delinquency recovery during the COVID-19 period.

BUSINESS ANALYST • AUG 2014 – SEP 2016

Fast Forward Finance (RSA) | Onsite - Pretoria (Full-Time)

Conducted financial analysis and risk assessments for SME lending portfolios.

Key Contributions:

- Evaluated creditworthiness through in-depth business and financial reviews.
- Authored funding reports for internal committees and external lenders.
- Identified bottlenecks and process inefficiencies affecting approval cycles.

REFERENCES

ARJUN SARAOGI (ACC MANAGER - BILLIGENCE) +44 7742 736063

LIANNE HICKEY (DIRECTOR – A2 SOLUTIONS) +44 7850 077926

DAN GOLDING (DIRECTOR - TD SOFTWARE) +44 7854 662811

