



Michelle Holtzhausen

Company: Action Assist (Pty) Ltd

Position: Programme Office

Email: michelle@actionit4u.com

Professional qualifications & membership:

- Sports and Recreation management NQF 6

Professional background:

- Michelle is currently employed at Action Assist (Pty) Ltd as the Programme Office Champion. In her role, she supports and coordinates the day-to-day delivery of multiple projects and programmes, ensuring operations run efficiently and deadlines are consistently met.
- She acts as a central point of contact across projects, managing communication between internal teams and clients, and ensuring alignment across all stakeholders. Michelle plays a key role in implementing and maintaining operational processes, supporting consistency and overall workflow efficiency.
- Her responsibilities include assisting with compliance requirements and ensuring that programme deliverables meet organisational standards.
- Michelle works closely with her team to manage timelines, resolve day-to-day challenges, and support project delivery from an operational perspective. Her ability to stay organised, handle multiple responsibilities, and maintain clear communication contributes to the overall success and stability of programme execution.

Subject matter expert:

- Operations (South Africa and Namibia):
 - ✓ Directed ISO 9001 quality management for ISO, leading internal audits, compliance documentation, corrective actions, and continuous improvement initiatives to uphold certification and drive organizational excellence.
 - ✓ Oversaw end-to-end operations, supervising staff, optimizing workflows, managing inventory and stock control, resolving logistics issues, and maintaining legal compliance across vehicles, drivers, and procedural records.
 - ✓ Recovered 90% of overdue accounts and managed full-cycle debt collections, building strong vendor/client relationships, resolving disputes, handling financial documentation, and improving cash flow through proactive account management.

Industry experience:

- ✓ Operations Management
- ✓ Sports and Recreation
- ✓ Facility and Event Management
- ✓ Financial Administration
- ✓ Customer and Stakeholder Engagement
- ✓ ISO 9001 Quality Management