###### PERSONAL DETAILS

###### Name: Godwin Ahmed

###### Date of Birth: 16th January 1990

###### Sex: Male

###### Marital Status: Single

###### Language: English

###### Residential Address: Rivonia

###### Availability: 1 months’ notice.

###### Profile

###### I have 5 years working experience. I am currently working as a Programme transformation Consultant at talentCRU, a Recruitment Company. My responsibilities include: Systems and Report Testing, Data Analysis, Business Requirements Documentation, Systems Administration and Support as well as system configuration. My work mainly revolves mainly around the System Development Life Cycle (SDLC) phases from requirements analysis to implementation, support and reporting. I am also involved in report automation, which is turning complex reporting processes into simplified and more automated processes thus increases productivity, decreasing the amount of human effort and time spent in running reports for clients.

###### With a qualification in Web development, I have a passion for technology trends, analytic solutions and driving innovation. My attention to detail, analytical thinking which enables me to look at complex data and find ways to simplify and represent it graphically in a way that is simple, readable, understandable and yet informative. I’m also eager to learn new concepts and ideas because I believe in continuous improvement and progression as time progresses, we always find new ways to do things smarter, faster and better.

###### Key strengths

###### Easily adopt to changes

###### Fast learner

###### Flexibility – Working on multiple projects and a time

###### The ability to work under pressure where deadlines are vital

###### Work effectively both as team member and independently

###### Communicate and interact positively and openly with people at all levels

###### Fill in the gaps where needed when working in any project

###### Team player

###### Computer skills

###### Pay attention to detail

###### Initiative – Playing a leadership role on a project when given the opportunity

###### Analytical thinking

###### Problem solving – Breaking down large complex problems into smaller understandable components

###### Enjoy working with data

###### Well organized and prioritised personal schedule

###### Show professionalism

###### Enthusiastic and committed

###### Achievements

###### Top sales person for the month of June 2010 where I sold over R1 million in replica soccer jerseys, achieving 50% of the stores entire budget, constantly making my monthly target and exceeding it.

###### Being recognized and promoted to Club Operations Manager at Planet fitness Fourways.

###### Promoted to Business and systems Analyst in a space of 6 months from a support consultant at Adcorp.

###### Completing my higher sills Certificate in Project management and business skills.

###### Skills Matrix:

|  |  |
| --- | --- |
| HTML 5 | 3 years |
| CSS 3 | 2 years |
| SQL | 2 months |
| Bootstrap | 2 years |
| JavaScript | 1 year |
| JQuery | 1 Year |
| PHP | 2 years |

|  |  |
| --- | --- |
| PM | 3 years |
| BA | 4 years |
| SA | 4 years |
| SC | 4 years |
| DB | 6 months |
| RW | 3 years |
| BPM | 2 years |
| Web development | 2 year |

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###### EDUCATION

###### Matric – Valencia combined School.

###### Subjects:

###### English

###### Afrikaans

###### Mathematics

###### Physics

###### Accounting; Biology

###### Life orientation.

###### Qualifications

###### Business skills Development

###### Certificate in Project Management.

###### Advanced Diploma in Web Development

###### Current Studies

###### Certificate in Angular

###### Certificate in Big data and Hadoop

###### Certificate in Informatica

###### Certificate in Mobile App Development

###### Projects worked on:

|  |  |
| --- | --- |
| Project Name | Responsibilities |
| PeopleFluent | I was responsible for the systems configurations when on-boarding a new client that required our recruitment process management services. I played multiple roles where I ensured that all the client requirements are understood and translated into the system functional requirements including the role of testing, system administrator and technical support as well as trainer. |
| DAV CRM | I took over this project after the system was implemented. My role was to manage design, build and manage dashboards and give the client feedback about all the activities happening in their facilities as well as to manage the SQL database. |
| BCX Onboarding Implementation | I was involved in client requirement gathering, project scope, system management and configuration. Client support, process analysis and documentation as well as Project management. |
| Project Support - Performance Management – Recruitment Solutions | I was responsible for managing the monthly operational client performance report. The report highlights key performance metrics with regards to the SLA in terms of resource demand vs delivery and the time taken. |

###### WORK EXPERIENCE:

###### 

###### CURRENT EMPLOYMENT

###### talentCRU

###### Programme Transformation Consultant

###### Duration: December 2017 - Current

###### The deployment of new systems

###### Respond to adhoc request while managing day-to-day activities

###### System Configuration

###### Build reports from recruitment system

###### Building client and operation dashboards on Excel

###### Compile cost savings reports to clients on a monthly basis

###### Compiling SLA reports to ensure that the business is meeting targets efficiently

###### Conducting regular feedback and catch-up sessions with the support team

###### Simplifying complex processes to free-up resource capacity and focusing more on Insights

###### Training and mentoring support consultants

###### Attending and responding to recruitment staff queries on client site on request

###### Assist operations with reports to effectively increase productivity efficiently

###### Analysis and documentation of business processes and systems

###### Building system guides for different support requirements

###### Research, analyse and document business requirements

###### Drive the analysis, design, development, implementation and support solutions to meet business requirements

###### Documenting business process requirements through research, interviews or facilitation sessions

###### Executing test cases and providing written feedback relating to progress and categorizing high medium and low business impact

###### Interacting and maintaining good relationships with business stakeholders

###### Provide regular feedback to Project Manager where relevant

###### Escalating issues within projects so that delivery timeframes are not compromised

###### Continuously identify opportunities to improve business processes

###### Adcorp (ASSC)

###### Business /Systems analyst

###### Duration: October 2013 - December 2017

###### The deployment of new systems

###### Testing systems

###### Configurations of systems,

###### general administration,

###### User training.

###### Assistance with Support and maintenance of the systems,

###### Documenting FRD’s (Functional Requirement Documentation)

###### CR’s (Change Requests),

###### General client visits and Client requirement verifications.

###### Adcorp

###### Support consultant

###### Duration: March 2013 – September 2013

###### 

###### PLANET FITNES

###### Club Operations Manager

###### Duration: September 2011 to February 2013

###### 

###### Ensuring that all members are welcomed and greeted

###### Opening and closing of the club;

###### Member resolution, facility maintenance

###### Maintaining the expectations of all the members

###### Answering calls;

###### Making sure that all queries are being logged and followed up on

###### Making sure all access tags are working and collecting arrears

###### Ensuring that a high maintenance on brand standard is kept

###### Filing of all daily checklist,

###### Ensuring cleaning standards are high as well as operational issues.

###### SPORTSMANS WAREHOUSE Woodmead Johannesburg

###### Head of department

###### 

###### Duration: September 2009 to September 2011

###### Foreseeing department is up to standard

###### Ensuring all customers are acknowledged

###### Organizing relevant product training

###### General customer service

###### 

###### REFERENCES

###### Miss. Jorietha Henn

###### Adcorp Holdings Bryanston

###### Cell: 0835138253

###### Mr. Craig Pike (Manager)

###### Sportsman’s Warehouse (Regional manager)

###### Cell: 0834130261

###### Mrs. Constance Molise (Store Manager)

###### Sportsman’s Warehouse

###### Tell: 011 802 8208

###### Fax: 011 802 8225

###### Michael Yeomen’s (Regional Manager)

###### Planet Fitness

###### Cell: 082 440 3500

###### Tell: 011 803 7944

###### Brenda Vilbro (Director) New Generation Skills Tell: 0824174780