Kishan Y. **Narotam**

PRINCIPAL CONSULTANT | IQBUSINESS SOUTH AFRICA

Johannesburg, South Africa
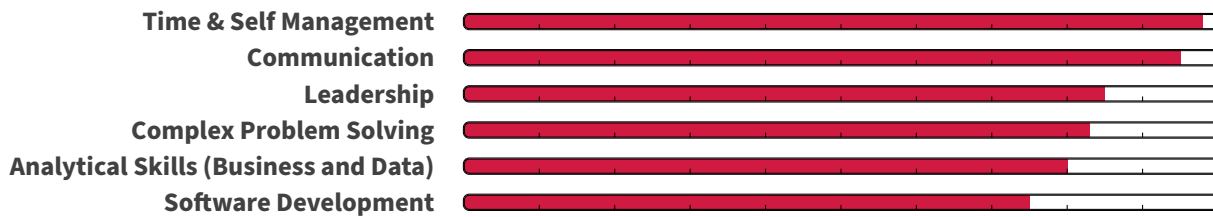
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⚥ Male | 👥 Indian (Hindu) | 🗺 English (Native), Afrikaans (Proficient)

👤 Professional Profile

Principal Consultant currently working as a *Data Analyst* at **IQbusiness South Africa**, with an always learning mentality and seeks to apply himself to his maximum potential. Having worked on various projects where his role ranged from lead engineer to a business analyst and a data analyst, Kishan's approach to work is methodical and analytical. The execution of the task is planned accordingly, to complete all objectives in the most efficient and successful manner so that the maximum value can be added. Kishan is in the process of completing his MBA specialised in Business Analytics through UCAM University.

🔑 Key Skills

Time & Self Management	▰▰▰▰▰▰▰▰▰▰▱
Communication	▰▰▰▰▰▰▰▰▰▰▱
Leadership	▰▰▰▰▰▰▰▰▱▱
Complex Problem Solving	▰▰▰▰▰▰▰▰▱▱
Analytical Skills (Business and Data)	▰▰▰▰▰▰▰▱▱▱
Software Development	▰▰▰▰▰▰▱▱▱▱

💼 Work Experience

IQbusiness South Africa
Johannesburg, South Africa

PRINCIPAL CONSULTANT — *July 2021 - Present*

- Consulting to Nedbank Group Limited as a Data Analyst within the Ghost Team.
- Improvement in overall end-to-end documentation, by creating, developing, and publishing an inclusive data team handbook.
- Successfully implemented a high-level business requirements template, adapted and utilised for all teams to streamline communication and requirements.
- Taken the initiative and lead in developing the IQbusiness Data Team's Community of Interest on data analysis and advanced analytics.

SENIOR ASSOCIATE CONSULTANT — *February 2021 - July 2021*

- Consulted to Nedbank Group Limited as a Data Analyst within the Ghost Team in optimising the overall data management process.
- Sourced, cleaned and created baseline metrics from raw data in order to develop a report and interactive dashboard, presented and utilised by both business and technical stakeholders.
- Analysed the processes and implementations in order to documented the data governance ensuring compliance of the POPI Act.

ASSOCIATE CONSULTANT — *January 2020 - February 2021*

- Successfully performed the roles of a Business Analyst on an internal Talent Management project as well as a external client project.
- Data Analyst for Genex Insights handling and improving client relationships with their largest client, MultiChoice Africa.
- Analyst within Absa Group Limited's Model Risk space, successfully analysing roles, current processes and potential areas of optimisation that would lead to a tactical journey in 2021.

University of the Witwatersrand
Johannesburg, South Africa

TEACHING ASSISTANT — *July 2019 - October 2019*

- Successfully applied and returned as a Teaching Assistant for the Software Development II course.
- Assisted the lecturer in grading student projects, laboratories and coding tutorials.

TEACHING ASSISTANT — *July 2018 - October 2018*

- Assisted the lecturer in running, executing and demonstrating practical laboratories and tutorials.
- Ensured thorough understand of C++, GitHub, SFML, and Git collaboration.
- Aided multiple students throughout the course with regards to project work, assignments and tests.

Liberty Group South Africa
Johannesburg, South Africa

INTERN — *November 2016 - July 2017*

- Worked within the IT department assisting the head of department in various projects.
- Successfully collected, cleaned, and populated data for internal search engine.
- Created and developed a network map that can be maintained and updated with ease.
- Successfully executed tasks requiring VBA, Excel and C++ skills in system analysis and data management.

MICROS South Africa (Pty) Ltd   *Johannesburg, South Africa*
Intern   *June 2015 - July 2015*
- Analyse C code and translate it into C++.
- Design and implement a basic user interface for an Airtime application based off the translated code.

🎓 Education

Universidad Catolica San Antonio de Murcia (UCAM)   *Murcia, Spain*
Master of Business Administration (MBA) in Business Analytics   *March 2021 - Present*

Cambridge International Qualifications (CIQ)   *United Kingdom*
Postgraduate Extended Diploma in Business Management (PGDM)   *March 2021 - Present*

University of the Witwatersrand   *Johannesburg, South Africa*
Bachelor of Science (BSc) in Engineering (Electrical) Information   *January 2013 - December 2019*

St John's College   *Johannesburg, South Africa*
IEB National Senior Certificate with Advanced Programme Mathematics   *January 2008 - October 2012*

☰ Project Experience

Nedbank Group Limited   *Johannesburg, South Africa*
Data Analyst | Ghost Ecosystem   *February 2021 - Present*
- **Project Overview:** The Ghost ecosystem is responsible for unsecured lending in Nedbank, namely credit card, personal loan, overdraft and home loans. The overall objective is to optimise the pipeline and its environment to ensure improved efficiency and monitoring while complying to regulations. This includes documenting all necessary process; understanding and analysing all procedures and subsequent data.
- **Responsibilities:** Kishan has created a holistic document that entails detailed explanations and process diagrams of the Ghost pipelines' procedures, source to target mapping and solutions and analysis of various queries; being made available in a centralised location. Kishan has also analysed various optimisation implementations, documenting and creating a dashboard for ongoing monitoring and evaluation that can be utilised by both business and technical teams alike. Kishan was also tasked in analysing the processes within the pipeline and ensuring and documenting all POPIA related aspects ensuring compliance of the system.

Absa Group Limited   *Johannesburg, South Africa*
Analyst | Model Risk Processing Centre   *July 2020 - December 2020*
- **Project Overview:** The model risk architecture and processes for credit regulatory reporting are sub-optimal in terms of business efficiencies being realised across the value chain. The project team developed a target state architecture and roadmap identifying opportunities for unlocking sustainable efficiency. Subsequently, the project team took the various stakeholders through various roadshow presentations to gain valuable buy-in on the identified opportunities and created a project charter for the initiatives.
- **Responsibilities:** Kishan was an analyst supporting the team in a variety of manners. In the first phase of the project, Kishan defined various role profiles for stakeholders in the model risk space, mapped out necessary frameworks, policies and standards for a clearer understanding. In the subsequent phase, Kishan assisted in creating a project charter for a tactical journey that will occur in 2021, identifying benefits and associated metrics.

Genex Insights   *Johannesburg, South Africa*
Data Analyst | MultiChoice Africa   *March 2020 - July 2020*
- **Project Overview:** The project involved working on the MultiChoice Africa account within the CX team, where the data's integrity had to be investigated and monitored. In conjunction to this assisting the team in applying various methodologies that would allow the team to become more proactive in handling the account, and to improve relationships between the MultiChoice Africa and Genex Insights.
- **Responsibilities:** Kishan was placed as a Data Analyst within the Genex Insights' CX team initially investigating a data discrepancy issue, utilising the Genex Insights VOC platform to assist with data retrieval, mapping & managing for MultiChoice Africa. Kishan also updated & created new dashboard views for surveys that had existed & were introduced respectively. Kishan's understanding of the platform gave him the opportunity to train new MultiChoice members on using the platform, while handling queries daily.

IQbusiness South Africa   *Johannesburg, South Africa*
Business Analyst | Talent Management Solution   *February 2020 - February 2020*
- **Project Overview:** IQbusiness required a proposal for a solution which would aid in the improvement of their current talent management processes, allowing employees and managers to monitor personal development and talent.
- **Responsibilities:** Kishan was part of the business requirements team, whose responsibility was focused on creating the business requirements document, by consolidating prior teams work. Kishan was also part of the governance team and took control of consolidating the project initiation document for the final proposal, as well as presenting the final proposal.

Absa Group Limited   *Johannesburg, South Africa*

Business Analyst | IAM AfricaAccess   *January 2020 - February 2020*

- **Project Overview:** The IAM project was an enhancement on Absa's existing Access Management System, which looked into adding an amend capability. The testing project looked at proposing an idea for a separate testing team to be created within Absa's CSO team.
- **Responsibilities:** Kishan worked as a Junior business analyst, and his responsibilities involved creating the initial draft of the business requirements document. The testing project involved creating a proposal for the testing team based on research and best practices.

Unversity of the Witwatersrand   *Johannesburg, South Africa*

Lead Engineer | Design of a Thermally Controlled System for Medications   *September 2019 - October 2019*

- **Project Overview:** The project involved designing a thermal system that can control the temperature of medication in it. The design was unique based on current literature and simulated in a multiphysics programme.
- **Responsibilities:** The lead engineer had to design and simulate the designed container making sure that the design was tested utilising free-to-use multiphysics programme, calculating cost & power concerns. Subsequently, the project was documented accordingly.

University of the Witwatersrand   *Johannesburg, South Africa*

Co-Lead Engineer | Image Compression Based on Non-Parametric Sampling in Noisy Environments   *July 2019 - September 2019*

- **Project Overview:** The aim of the project was to create a method of image compression that involved creating holes in the image, encoding, transmitting said image through a noisy channel and filling these holes.
- **Responsibilities:** Kishan created, implemented and developed the compression scheme based on current existing schemes. The compression scheme was tested and analysed against existing schemes and the results were documented accordingly.

</> ToolKit

Programming	MATLAB, Python, C++, Java, HTML, CSS, NodeJS, Assembly, SQL, VBA
Project Manageent	Scrum, Kanban, Microsoft Project, Trello, Jira, Test Driven Development
Databases	MySQL, Microsoft Access, Netezza
Continuous Integration	Git, GitHub
Business Intelligence	Microsoft Excel, Power BI, Tableau
Technical Writing	Microsoft Word, Microsoft PowerPoint, Microsoft Visio, LaTeX
Graphical Editing	Adobe Premiere Pro

✹ Certifications

Toastmasters International

09/2021 **Certificate of Proficiency: Leadership Development**

IBM

01/2021 **Data Science Professional Certificate**

12/2020 **Data Science Foundations Specialization**

Microsoft

09/2020 **MTA: Database Fundamentals - Certificate 2020**

ICAgile

05/2020 **ICAgile Certified Professional**

Tableau

05/2021 **Tableau Author**

05/2020 **Tableau Consumer**

IQbusiness South Africa

08/2021 **UX Design Bootcamp**

💬 Testimonials

Ghost Squad Data Team Product Owner | Nedbank Group Limited
Johannesburg, South Africa

KESAVA NAIDOO *2021*

Kishan is a quick learner, keen to assist and jump right in without any hesitation. The attitude he brings to his work speaks a great deal about his character. This is seen in all interactions (meetings, written communications) with him. He is a genuine team player. I have worked with a variety of analysts of the years. Kishan has qualities and characteristics that is increasingly becoming rare in the work environment. He is a true professional and an asset to any organisation.

Manager | IQbusiness South Africa
Johannesburg, South Africa

TAMAS SALAMON *2021*

Kishan is a bright, eager team member who contributes more that his share of the workload. He shows signs of leadership potential and it is suggested that he is offered opportunities to develop these leadership qualities further. He is adaptable to the situation of the project and covers areas of uncertainty with research and skills development.

Customer Experience Manager | Genex Insights
Johannesburg, South Africa

KIRANA SINGH *2020*

Thank you for all that you have brought to this team - you have gone above and beyond- and have shown incredible grit. Your solution orientation and team player attitude is definitely going to take you places! Please continue to stay in touch with the team - you have been invaluable. And such an integral contributor to the momentum created on the MAL account. Thank you for all your effort.

MAH Account Manager | Genex Insights
Johannesburg, South Africa

YONELA ROZANI *2020*

Working with you for 4 months has been a great experience. You contributed immensely to stabilising the account with your proactive work ethic and tireless attitude to making things "work". Your technical skills and great understanding of data/software made life that much easier with a bulk of the queries - we had way too many "Kishan-type queries" and working closely with you taught me a whole lot as well.

Research Executive | Genex Insights
Johannesburg, South Africa

PHINDILE VILAKAZI *2020*

Great ability to think on your feet and find solutions, and always looking for an opportunity or reason why something might be wrong as opposed to going into panic mode, you work well under pressure. Very punctual. You have never ran late on submissions and even closed out on queries earlier than the deadline. Resilience and GRIT, I really admire your ability to remain positive and focus on way forward when we are faced with challenges.

HR Manager | Genex Insights
Johannesburg, South Africa

SUMAYA NAIDOO *2020*

It was an absolute pleasure having you on our team!! You have added tremendous value and assisted in getting it over the line with client.