Kishan Y. **Narotam**

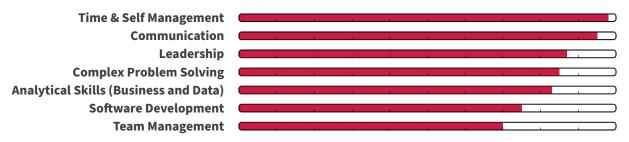Principal Consultant | IQbusiness South Africa

Johannesburg, South Africa

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⚣ Male | 👥 Indian (Hindu) | 🗣 English (Native), Afrikaans (Proficient)

👤 Professional Profile

Kishan is a **Principal Consultant** currently working as a **Data Analyst** at *IQbusiness South Africa*, with an always learning mentality and seeks to deepen his knowledge in the world of data science, advanced analytics, and business intelligence. Kishan's approach to work is methodical and analytical and has taken that into his roles as a Product Owner, Data Analyst, and Team Lead. 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 with his dissertation focused on building a framework to correlate data skills, tools, and learning with data-driven decisions, and has recently just completed the Certified Manager Programmer through the CMI UK.

🔑 Key Skills

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

💼 Work Experience

IQbusiness South Africa
Johannesburg, South Africa

Principal Consultant — *July 2021 - Present*

- Consulting to Nedbank Group Limited as a Product Owner to the unsecured lending data team as well as a Data and Business Analyst.
- Headed the initiative to improve the overall end-to-end documentation, by creating, developing, and publishing an inclusive data team handbook.
- Successfully delivered a high-level business requirements template, adapted and utilised for all teams to streamline communication and requirements.
- Orchestrated the analysis, development, and documentation of data migration initiatives as well as an end-to-end dashboard initiative.
- Oversaw the initiative and lead the development of the IQbusiness Data Team's Community of Interest on data analysis and advanced analytics.
- Oversaw the performance and development of a Senior Associate Consultant as a Line Manager/Team Lead.

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.
- Capitalised on the value added by the data team by sourcing, cleaning and creating 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 deliver documentation on 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.
- Executed the role of a Data Analyst for Genex Insights handling and boosting client relationships with their largest client, MultiChoice Africa.
- Operated within Absa Group Limited's Model Risk space as an Analyst, 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 orchestrating the running, execution, and demonstration of practical laboratories and tutorials.
- Ensured thorough understand of C++, GitHub, SFML, and Git collaboration.
- Oversaw 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.

🎓 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 (Business Analytics) (PGDBM)   *March 2021 - November 2021*

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*
Product Owner, Data Analyst, Business Analyst | Ghost Ecosystem   *February 2021 - Present*
- **Project Overview:** The Ghost ecosystem is responsible for unsecured lending in Nedbank, namely credit cards, personal loans, overdrafts and home loans. The overall objective is to optimise the pipeline and its environment to ensure improved efficiency and monitoring while complying to regulations, as well as implementing various procedures that form a part of the end-to-end pipeline of the product.
- **Responsibilities:** Kishan initially coordinated the creation of a holistic document that entails detailed explanations and process diagrams and details of the Ghost pipelines' procedures, acting as an internal Google. His analytical work further included optimisation implementations, documentation, ensuring the pipeline is compliant to various data governance, dashboard creation, and ad-hoc investigations. Kishan was further trusted to execute the role of a business analyst and as of February 2022 was made the Product Owner of the Ghost data team.

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.

</> ToolKit

Programming	SQL, Python, HTML, MATLAB, C++, Java, CSS, NodeJS, Assembly, 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, Flourish
Technical Writing	Microsoft Word, Microsoft PowerPoint, Microsoft Visio, LaTeX
Graphical Editing	Adobe Premiere Pro

✹ Certifications

CHARTERED MANAGEMENT INSTITUTE, UK

01/2022 **Certified Manager Programme**

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**

💬 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.