

Malesela Tlou Setwaba

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44 Panorama Avenue, Kempton Park, Gauteng, South Africa

BUSINESS ANALYST & SOFTWARE DEVELOPER

IIBA-ECBA certified business analyst and full stack dev enthusiast with a strong track record of delivering value. I offer proven experience and knowledge in defining requirements and solutions, and communicating with stakeholders. Furthermore, I offer proven experience and knowledge in software development, specializing in web development and working as a liaison among clients and developers.

KEY COMPETENCIES

Process improvement	Report writing and presenting	Strong interpersonal skills
Data-driven strategic planning	Critical thinking skills	Proactive and self-motivated
Cost-benefit analysis	Excellent communication skills	Exceptional organisational skills

PROFESSIONAL EXPERIENCE

Department of Home Affairs - Digitization Project **Jan 2024 - Present**
Technical Support

Facilitated the roll-out of IT infrastructure by installing and configuring hardware and software. Troubleshooting and diagnosing multiple technical issues using root-cause analysis and providing accurate timely feedback. Defined and recommended time and cost-effective solutions to management with most solutions gaining approval. Provided easy-to-understand procedural documentation for system users.

Nelotec Pty Ltd. **July 2023 - Dec 2023**
Software Developer - Remote

Developed quality software solutions adhering to functional and non-functional business requirements. Maintained collaborative relationships with internal and external stakeholders using regular and effective communication. Provided easy-to-read documentation and mentored junior team members. Participated in client and team meetings and recommended solutions to address issues.

TNG Solutions **Jan 2022 - Dec 2022**
Volunteer Business Analyst and Software Developer

Volunteered as an student/intern business analyst and software developer learning the foundations of working as a team and effective client relations.

EDUCATION & CERTIFICATIONS

Bachelor of Computer and Information Science
Majors: Business Analysis
IIE MSA - NQF Level 7 - 2023

Entry Certificate in Business Analysis (ECBA)
IIBA -2023

EXTRACURRICULAR ACTIVITIES

Member and Volunteer
IIBA South Africa

Business Development Officer
Mototrace - Family Business