

# Moshe Maleka

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Johannesburg, South Africa

## Profile

AI-Focused Business Analyst with extensive experience in enterprise systems, data analytics, and digital transformation. Proven ability to translate business challenges into AI-enabled and data-driven solutions through requirements analysis, stakeholder engagement, and advanced reporting. Strong background in SQL, Power BI, Agile delivery, and applied artificial intelligence within large-scale organizations.

## Experience

### **Billing Support Specialist, Media24 | Johannesburg, RSA**

April 2023 – Present

- Analyzing data in various databases and systems to provide feedback to clients and finance and to find resolutions.
- Troubleshooting and fixing errant processes.
- Collaborating with engineering and business teams to identify challenges, define specifications, and support technology-driven solutions.
- Assisting with daily production support cases or investigations (Call Centre, DevOps team, etc.).
- Using debugging techniques with SQL, APIs, etc., to solve BAU incidents and queries.
- Provide input into technology product improvements by analyzing gaps and supporting roadmap discussions.

### **Business Analyst / Data Analyst, Tata Consultancy Services (MTN) |**

### **Johannesburg, RSA**

April 2018 – March 2023

- Business Process & Requirements Analysis: Led end-to-end business process mapping, gap analysis, and requirements gathering to identify improvement opportunities and support strategic decision-making.
- Stakeholder Collaboration: Engaged with cross-functional teams and clients to translate business needs into detailed user stories, use cases, and functional specifications aligned with Agile methodologies.

- Data Analysis & Reporting: Collected, cleaned, and analyzed data from multiple sources to generate actionable insights, produce Power BI dashboards and concise business briefs for stakeholders.
- Quality Assurance & Testing: Designed and reviewed test cases, test plans, and UAT scenarios to validate that software solutions met business requirements and maintained high quality standards.
- Change & Incident Management: Managed change requests, production issues, and BAU incidents, using root cause analysis and debugging techniques to ensure timely resolution and minimal disruption.
- Continuous Improvement: Identified process inefficiencies and proposed automation or optimization initiatives that improved system performance and customer satisfaction.
- Client & Delivery Management: Supported service delivery through SLA tracking, progress reporting, and stakeholder engagement, ensuring consistent alignment between technical outputs and business objectives.

#### **Business Analyst , Tata Consultancy Services (Mascom) | Gaborone, Botswana**

Jan 2018 – Mar 2018

- Engaged with stakeholders to map, analyze, and document business processes and projects.
- Produced source-to-target mappings, user stories, and supported testing activities.
- Analyzed multiple data sources to translate them into business briefs and plans.
- Applied Agile methods and practices to drive requirements delivery.
- Participated in design and test reviews to ensure solution accuracy.

#### **System Engineer, Tata Consultancy Services (Liquid Telecom) | Johannesburg, RSA**

Jun 2016 – Dec 2017

- Conducted system integration testing and monitored system availability.
- Provided production support, ensuring timely resolution of incidents.
- Supported application deployment and post-deployment validation to maintain system reliability and performance.
- Conducted data analysis and business metric optimization, providing insights into operational efficiency and process improvement.
- Utilized SQL queries and API debugging techniques to troubleshoot BAU incidents and enhance system performance.
- Contributed to continuous improvement initiatives, identifying process gaps and recommending effective solutions.

#### **Intern System Engineer, Tata Consultancy Services | Mumbai, India**

Jun 2015 – Jun 2016

- Conducted system integration testing and monitored system availability.

- Provided production support, ensuring timely resolution of incidents.
- Create test cases, test scenarios, test data for manual testing of features
- Execute test cases on new features or enhancements
- Work closely with developers to ensure testability and quality are built-in

## **Education**

- Postgraduate Diploma in Artificial Intelligence, MANCOSA | Mar 2025 (NQF Level 8)
- BCom Information and Technology Management, MANCOSA | Dec 2021 (NQF Level 7)
- Higher Certificate in Information Technology, University of Johannesburg | Dec 2014 (NQF Level 5)
- National Certificate: Information Technology: Technical Support, PC Training & Business College | Dec 2010 (NQF Level 4)
- Matric, Mang le Mang Senior Secondary School | Dec 2008 (Grade 12)

## **Skills**

Technical Skills: Cloud Computing, SQL, Data Analysis, Data Visualization, Requirements Gathering & Analysis, Business Analysis, ETL, Agile-Scrum, Product Management.

Soft Skills: Business Acumen, Strong Communication, Stakeholder Engagement, Problem Solving, Critical Thinking, Relationship Building, Decision Making, Adaptability.

## **Certificates**

- Artificial Intelligence (AI) & Machine Learning (ML) for Business Leaders
- AI Ethics
- AI for Business, Finance, Accounting & Auditing
- Power BI Essential Training
- Tableau Essential Training
- Python Essential Training
- Azure Administration Essential Training
- Scrum: The Basics
- SQL Essential Training
- Business Analysis Foundations
- Google Analytics Individual Qualification
- Microsoft Dynamics 365 Sales Essential Training
- Certified Data Management Professional Essentials
- Succeeding in DevOps

## **References**

Available upon request