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