

Neliswa Mabaso

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Professional Summary

- Motivated and detail-oriented Systems Graduate with hands-on experience in business analysis, system support, and process improvement within government environments. Skilled in gathering and documenting business requirements, mapping processes, conducting User Acceptance Testing (UAT), and delivering insightful reports using Power BI and Report Builder. Adept at bridging the gap between stakeholders and technical teams, ensuring that solutions meet business needs and improve operational efficiency. Eager to apply my skills in a Junior Business Analyst or System Analyst role, contributing to system enhancement and data-driven decision-making

Skills

- **Business Analysis & Systems**
 - Business Requirements Gathering (BRD)
 - Process Mapping & Workflow Documentation (BPMN, flowcharts)
 - Gap Analysis & Process Improvement
 - User Acceptance Testing (UAT) & Issue Tracking
 - Stakeholder Engagement & Communication
 - Change Management Support
- **Data & Technical Skills**
 - Power BI (Dashboards & Reports)
 - Microsoft Report Builder
 - SQL (Basic Queries & Data Validation)
 - Microsoft Office Suite (Excel, Word, PowerPoint, Outlook)
 - Programming: Python, Java, C#
 - Data Cleansing, Mapping & Validation
- **Soft Skills**
 - Communication & Collaboration
 - Problem Solving & Analytical Thinking
 - Attention to Detail
 - Adaptability & Accountability
 - Time Management & Organisation

Experience

- **Western Cape Government** September 2024 - Currently
System Graduate Intern
Gather and document business requirements for system improvements to the G4J Project Proposal and Reporting System.

Conduct process mapping and identify inefficiencies, recommending improvements for workflows.

Participate in UAT for system enhancements, including a new .NET platform, logging issues and providing feedback to developers.

Develop interactive Power BI dashboards to visualize project and enquiry data (SECO, DEDAT).

Maintain accurate project documentation, user guides, and system process flows.

Support data quality by performing cleansing, mapping, and validation activities.

Collaborate with stakeholders and IT teams to troubleshoot issues and ensure timely resolutions

Office of the HOD enquiries.

- **Codsoft**

Feb 2023 - March 2024

Android App Developer Intern

Remote Internship. Gaining practical knowledge to succeed in the tech industry.

Designed and developed mobile applications using Android Studio and APIs.

Applied agile practices and contributed to system documentation and UI design.

Successfully published apps to Google Play within tight deadlines.

- **Urban Lounge**

Feb 2020 - Dec 2020

Part Time Promoter

Developed interpersonal, problem-solving, and teamwork skills while working in a fast-paced customer environment.

Key Achievements

- **WCG System Graduate**

Delivered multiple Power BI dashboards and system reports used for decision-making.

Played a key role in testing and validating a new .NET-based reporting platform.

Improved reporting accuracy by implementing effective data validation processes.

Education

- **IIE's Varsity College**

2021

Bachelor of Computer and Information Sciences in Application Development
66.3%

- **IIE's Varsity College**

2018

Higher Certificate of Information Technology in Support Services
58%

- **Mandeni Academy**

2016

Secondary School
12

Achievements & Awards

- **Html5 Certificate**

Obtained: Mimo Coding App

- **Android App Development**

Virtual internship @ Codsoft

Projects

- **Manyways Navigation**

Led the design and development of a Navigation App using API and Android Studio.

Results:

Completed the project within a month, when it was due. Successful published it on Google Play.

- **Quote-ify**

Design and development of a daily quote App using API and Android Studio.

Results:

Completed the project within a month, when it was due. Successful published it on Google Play

- **DEDAT Enquiries**

Built interactive dashboards and detailed reports using Power BI and Report Builder to support enquiry tracking and performance analysis

Results:

Ongoing

- **G4J System Enquiries**

Designed and implemented dashboards in Power BI; gathered requirements, mapped workflows, and conducted UAT for enhancements

Results:

Ongoing

- *Many more ...*

Interests

- Passionate about technology and business development, with a keen interest in fostering inclusive team cultures and driving initiatives forward.

Languages

- English - Fluent
- Zulu - Native

Reference

- **Sharon Daniels-Robertson - Western Cape Government**
Office of the HOD -Office Manger
Sharon.DanielsRobertson@westerncape.gov.za
- **Jo-Ann Johnson - WCG -Department of Economic Development and Tourism**
HOD
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