

Onkgopotse Lenake

City of Johannesburg, Gauteng, South Africa



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Summary

I am a technology professional with a goal-oriented passion for software engineering, UI/UX designing and a career span over 10 years' experience. I have had opportunities to work on numerous solution projects within industries including (amongst others) telecommunications, health and wellness, short and long term insurance, retail banking financial services, coupled with wealth and investment management services.

I have created and introduced user acceptance testing documents, which help change management teams in troubleshooting and tracking system modifications, for some of the clients that I have worked with in their teams. Provided customized system solutions with programming code and QA testing, covering existing systems from end to end, and helped with end user training with support after live implementation for easier system adoption.

Currently an engineer at Absa Insurance Technology, and I am learning user experience design through self-teaching. I strive to look for better and innovative approaches to solving problems in their domain using my software engineering skills.

I look forward to working with a passionate team of professionals that are diverse and goal oriented. I continuously learn to improve my knowledge and growth, which has a positive impact in my visionary inspiring greatness amongst colleagues.

Experience



Engineer

Absa Group

Oct 2017 - Present (3 years 11 months +)

Being a part of a team at Absa Group, I work on financial services systems that offer products and services across retail, corporate, wealth banking as well as investment management and insurance, within a variety of projects that include:

- * Development of back-end system processes using SQL Server Management Studio (SSMS) and front-end system engineering and design using Visual Studio IDE.
- * Provide programming solutions that fix problematic integration points, managing batch job processes for the Absa Life system.
- * Assist business end users with technical support and manage the customer incident support system to reduce issues and escalations, in which this provides a great user experience.
- * Collaborate with all stakeholders to effectively manage system changes and follow the change management process to minimize risk and ensure production releases are implemented in a timely manner.
- * Technology stack used include and is not limited to C#, Visual Basic.Net, Windows Communication Framework (WCF) services, XML, SQL, T-SQL, MS Office.



Technical Consultant

Pulse Contact Solutions

Mar 2010 - Oct 2017 (7 years 8 months)

Development of user interfaces as needed, collaborating in the design and development of databases to meet new user needs and respond to / anticipate technological innovations. Ensuring that the database(s) is updated accurately and regularly. System maintenance and performance reporting. Investigating, Identifying and resolving users' problems / issues. Communicating regularly with internal technical and operational staff to ensure system integrity and security. Provide timely and accurate reports as requested. Aligning system requirements to that of the client needs. Creating predetermined reports for data analysis. Programming using C# to develop system components used to integrate with third party applications. Install and Configure Microsoft® Windows XP, 2000, Apropos Application (Telephone Software), MS Office, Campaign Status Viewer and Soft dial Campaign Manager (Telephone Software). Install and configure hardware (PIKA, QX 2000 Cards) and peripheral devices. Ensure daily checks are in place and thorough testing is done prior to make a system live. Involved in integration of database to telephone systems (i.e. Sytel and Apropos system). Involved in the development projects for the Sytel System (Telephone Software).



Project Manager /Learnership / Trainee

City of Johannesburg

Jun 2007 - Feb 2009 (1 year 9 months)

Duties and responsibilities included:

- * Voluntary Counselling and Testing (VCT) Awareness Campaign as a peer educator for the employees of the City of Johannesburg, Region D.
- * Conducted a Pest Control Road Show project for the City of Johannesburg, Region D.
- * Acquired the knowledge of construction work and the general project life cycle management.
- * Executed the Dobsonville Stadium Upgrading project and the Dube JMPD Warehouse Development construction project.
- * Performed report writing, monitoring and updating of all the project schedules executed.
- * Managed project documentation, conducted site visits and checked project progresses in all projects conducted.
- * Ensured quality management controls were in place to mitigate risk and communicated timely outcomes to all the relevant stakeholders through scheduled meetings.
- * Assisted the principal contractors with their suppliers in the Dobsonville Stadium Upgrading project and the Dube JMPD Warehouse Development construction project.
- * Managed more than 20 project employees to meet the project budgets, goals and objectives.
- * Assisted the Environmental Health Inspectors in compiling statutory notices and the complaints databases data collections to ensure data accuracy and consistency.

Education



University of South Africa/Universiteit van Suid-Afrika

Baccalaureus Technologiae, Information Technology



University of South Africa/Universiteit van Suid-Afrika

National Diploma: Software Development, Information Technology



Central Johannesburg College

Certificate: Project Management Body of Knowledge (PMBOK, NQF 4), Project Management

Skills

IT Software Engineering and Design • Agile Methodologies • C# • Web Applications • Web Services
• Front-end Development • Software Project Management • Software Development • SDLC •
Information Systems Development