Sonwabise Mtirara

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A Cum Laude graduate with a Diploma in ICT Business Analysis, possessing a strong foundation in system requirements gathering, process improvement, and development. Proven ability to lead and contribute to academic projects, including a C#-based web application, Python-based web application and a Java-based mobile app, demonstrating skills in C#, python, firebase, SQL and stakeholder analysis. Eager to apply my skills to help a forward-thinking company achieve its strategic goals.

Projects

DUT Lost & Found Portal (Web App)

- **Problem:** The university lacked a centralized system for lost and found items, causing stress and financial loss for students who relied on inefficient social media groups.
- **Solution:** Led the development of a user-friendly web application using Python. The platform allows users to report and search for items with detailed descriptions and images, while an admin panel manages the process.
- **Outcome:** Created a structured, transparent system that significantly reduced the time to recover lost items, minimized fraudulent claims, and improved overall student satisfaction.

Peer Tutoring Platform (Mobile App)

- **Problem:** Students struggled to find qualified academic support, with no formal system to connect them with available peer tutors.
- **Solution:** Led the development of a native Android mobile app using Java. The app features secure user registration, detailed tutor profiles, session booking with MS Teams integration, a rating system, and an AI chatbot.
- **Outcome:** The platform empowers students to get timely academic help while allowing tutors to earn an income, fostering a collaborative learning ecosystem within the university.

Mr. Onu's Laundromat Booking System (Desktop App)

- **Problem:** A local laundromat's manual, paper-based booking system was inefficient and prone to errors.
- **Solution:** Served as the Business Analyst and Developer, creating a desktop application in C# that allows users to book services and process online payments. Designed the system architecture and engineered the backend SQL database.

- **Outcome:** Delivered a successful prototype that streamlined the laundromat's booking and payment process, demonstrating a viable platform for modernizing their operations.

Skills

- **Technical Skills:** C#, SQL, Python, Java, Microsoft Visio, Visual Studio, Firebase, Android Development, Data Management, Database Design.

- **Professional Skills:** Business Process Analysis, System Requirements Gathering, Stakeholder Analysis, Strategic Planning, Project Planning (WBS), Teamwork, Communication, Data Interpretation & Reporting, Financial Analysis.

Education

- **ADVANCED DIPLOMA IN ICT** | DURBAN UNIVERSITY OF TECHNOLOGY | DURBAN (Expected Graduation: may 2026)
- **DIPLOMA IN ICT BUSINESS ANALYSIS (Cum Laude)** | DURBAN UNIVERSITY OF TECHNOLOGY | (Graduated: 2025)

CERTIFICATES

- CISCO- CYBERSECURITY ESSENTIALS
- IBM- INTRODUCTION TO DATA ANALYTICS
- GREAT LEARNING – PROJECT MANAGEMENT
- ASSOCIATE DATA ANALYST - DATACAMP
- SQL ASSOCIATE - DATACAMP
- BUSINESS ANALYSIS INDUSTRY TRAINING (Content: Business Data Analysis, Stakeholder Analysis, Environmental Analysis, Financial Analysis, Strategic Planning)

Activities

Volunteer Member | IIBA (International Institute of Business Analysis) Durban Chapter

- Actively participate in monthly chapter meetings and professional development workshops focused on emerging trends in business analysis.

- Network with and learn from senior Business Analysts and industry leaders.