THEMBA MASILELA

BUSINESS ANALYST | SYSTEMS ANALYST

PROFILE

With over 7 years of professional experience, I am a highly skilled and motivated professional with expertise in Software Programming, Business and Systems Analysis, Business Process Improvement, and Business Systems Administration. Passionate about programming and building technical applications, I excel in leveraging my technical expertise and analytical thinking to overcome challenges and deliver innovative solutions. My ability to translate business requirements and objectives into scalable, highly resilient, and successful system solutions is complemented by a deep passion for programming and a strong desire to continuously learn and adopt new technologies. I am committed to adding significant value to organizations that value exceptional work performance and foster a culture of growth and innovation.

CONTACT INFORMATION

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REFERENCES

Available on request

EXPERIENCE

System Analyst: Core Banking
CAPITEC BANK, JOHANNESBURG | MARCH 2023 - PRESENT

- Plan and implement quality assurance testing across the SDLC, to verify the functional and non-functional requirements of various systems and components that deliver value for clients.
- Monitor current processes and implement new solutions to improve overall business efficiency.
- Work with a team of Software Engineers and Analyst Developers who are proficient in IT, programming, and software development.
- Research and investigate testing solutions that will improve testing and quality of delivered solutions in terms of Digital Focus areas.
- Support Team Lead to contribute to business efficiency by identifying improvement opportunities.
- Manage and prioritize the product backlog as it relates to new projects, enhancements, and testing activities.
- Identify and track software releases and bug fixes to maximize business and client value.
- Identify new system requirements.
- suggest solutions for process improvement.
- Liaise and communicate with relevant delivery teams and business area stakeholders throughout the Agile product development lifecycle.
- Facilitate implementation of delivered system/process changes.
- Provide input and support in terms of risk exposure and losses related to Digital Solutions: Client-Initiated Payments.
- Analyze Digital Solution's performance in terms of take-up and usage.
- Provide 1st line support to business users of the Core and Digital Banking systems.

Business Analyst: Logistics Tracking
TAKEALOT, CAPE TOWN (REMOTE) | AUGUST 2021 - MARCH 2023

- Analyze and understand project scope and core objectives.
- Lead requirements elicitation workshops with stakeholders to define high-level business requirements.
- Assist stakeholders to prioritize the requirements.
- Plan and lead workshops with stakeholders and technical resources to elicit detailed (low-level) functional requirements.
- Critically evaluate information gathered from multiple sources, reconcile conflicts, break down high-level information into their constituent details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true business needs.
- Collaborate with technical lead and subject matter experts to establish the technical vision and analyze trade-offs between usability and performance needs.
- Proactively communicate and collaborate with project teams to analyze information needs and functional requirements to deliver the following artifacts as needed: Business and functional requirement specifications, wireframes, workflow/process flow diagrams, and data models.
- Obtain business sign-off on the specifications.
- Be proactive in ensuring that the development and QA teams understand the requirements by attending daily team meetings and initiating functional clarification sessions where required.
- Be the liaison between the business and the engineering team.
- Project manage the implementation of selected project initiatives.
- Review the test plan and test scripts to ensure quality and coverage.
- Perform user acceptance testing.

SKILLS

- Business and Systems Analysis
- Systems Design
- Data Analysis and Interpretation
- MIS and SQL Reporting
- Unified Modelling Language (UML)
- Business Process Modelling
- Process Improvement
- Requirements Elicitation and Documentation
- Use Case and User Stories creation
- Quality Assurance/Testing
- Agile SDLC (Scrum, Kanban)
- Waterfall SDLC
- Business and Systems Administration
- SQL
- Software Development
- Strategic thinking and problem solving
- Technical Proficiency
- Teamwork
- Attention to detail
- Flexibility and adaptability
- Self-motivated
- Proactive
- Time management
- Leadership

TOOLS AND SYSTEMS

- Microsoft SQL Server Management Studio
- Oracle SQL developer
- pgAdmin
- Git
- Power BI
- AG Aris
- IBM Cognos Reporting Studio
- Qlikview
- Enterprise Architect
- Microsoft Visio
- Microsoft Visual Studio
- VS Code
- SOAP UI
- Postman
- Swagger
- Microsoft Project
- JIRA
- Confluence
- Fresh Service
- IBM AS400
- ITSM
- OpenSearch
- Instana
- BaNCS

BUSINESS AND SYSTEMS ADMINISTRATOR - CARD
AFRICAN BANK, MIDRAND | JULY 2018 - JUNE 2021

- Record, analyze, and confirm system requirements and business processes within the credit card production environment.
- Make recommendations to systems specialists on the value, feasibility, and impact of the systems requirements.
- Assist business users in developing, refining, and evaluating business cases for new projects.
- Administer, support, and monitor databases by proactively resolving database issues.
- Use SSRS to generate required reports and optimize query creation.
- Utilize in-depth analysis and creative problem-solving to troubleshoot reporting issues.
- Document standard operating procedures for credit card processes in the card department.
- Support developers and IT Testers by participating in unit and integration testing, thereby ensuring that the deliverables entering the user acceptance testing phase are built to specification and are of high quality.
- Logging change requests and operational incidents, monitoring and reporting on progress throughout the entire process.
- Perform regression and user acceptance testing
- Perform data integrity checks on sources (exactus and credit card tables).
- Gather system requirements and document technical and functional requirement specifications for new system functions.

JUNIOR BUSINESS AND SYSTEMS ANALYST
BYTES SYSTEMS INTEGRATION, CAPE TOWN | FEBRUARY 2017 - JULY 2018

- Collaborated with project stakeholders, including developers, quality assurance team members, and business analysts to design and develop robust business solutions as per client requirements.
- Gathered user requirements and documented functional requirement specifications and systems design specifications.
- Performed systems analysis of complex requirements, integration, and user acceptance testing as part of the systems development life cycle.
- Provided production support (3rd line), investigated and resolved system and customer-logged issues.
- Worked closely with the software development and testing team members to design and develop robust business solutions to meet client requirements for functionality, scalability, and performance.
- Reviewed and enhanced requirements, specifications, and business processes and made recommendations regarding proposed solutions.
- Improved the operations console system by adding new features and enhancing the system's security infrastructure.
- Delivered in-depth business and systems analysis training to trainees.

SOFTWARE DEVELOPER (FINAL YEAR PROJECT)
UNIVERSITY OF CAPE TOWN, ASSIGNED TO AFRICAN CELLAR SUPPLIERS | FEBRUARY 2016 - NOVEMBER 2016

- Analyze system requirements and create user requirement specifications.
- Create functional and system design specifications.
- Develop a web-based application as per the client's requirements.
- Perform integration and user acceptance testing.

PROGRAMMING LANGAUGES, FRAMEWORKS AND RELATED TECHNOLOGIES

- Javascript
- Typescript
- PostgreSQL
- MSSQL
- Express
- React
- ReactNativ
- NodeJS
- Redux
- Angular
- C#
- .Net Core
- HTML
- CSS
- Bootstrap
- Grid
- Flaxbox
- Sass
- Tailwind
- JQuery

STUDENT FRONT DESK ASSISTANT
UNIVERSITY OF CAPE TOWN, CLARENDON HOUSE, CAPE TOWN
FEBRUARY 2014- JANUARY 2015

- Effectively manage the reception services including mail, telephone, and message service.
- Provide a front of house and first point of contact with residents, visitors, and guests.
- Effectively manage residence records.
- Maintain the official noticeboard in respect of relevant Student Housing & Residence Life information.
- Provide regular monitoring reports in respect of operational activities and services to ensure efficiency, quality, and standards are maintained.
- Assist in monitoring third-party contracts going in and out of the building.

EDUCATION

BACHELOR OF COMMERCE, BUSINESS INFORMATICS (HONS)
UNIVERSITY OF SOUTH AFRICA| *in progress*

- Research Methods and Proposal (complete)
- Honours Research Report (complete)
- Software Engineering (complete)
- Information Security (complete)
- Managerial and Organizational Psychology (complete)
- Strategic Management (in progress)

BACHELOR OF COMMERCE, INFORMATION SYSTEMS
UNIVERSITY OF CAPE TOWN| 2013 - 2016

- Information Systems
- IT in Business
- Commercial Programming
- Business Intelligence Analysis
- Applying Database Principles
- Business and Systems Analysis
- IT Architecture
- Systems Design and Development
- Electronic Commerce
- BPM and Enterprise systems

CERTIFICATES/COURSES COMPLETED

FULL-STACK SOFTWARE ENGINEER CAREER PATH
CODECADEMY | SEPTEMBER 2022

INTRODUCTION TO DATA SCIENCE
EXPLORE DATA SCIENCE ACADEMY | MAY 2019

CERTIFICATE IN FOUNDATIONAL PAYMENTS
PAYMENTS ASSOCIATION OF SOUTH AFRICA | SEPTEMBER 2018

AGILE FUNDAMENTALS
KAIZANIA AGILE EXPERTS | JUNE 2018

BUSINESS INTELLIGENCE SPECIALIST
IBM MIDDLE EAST AND AFRICA UNIVERSITY | JULY 2016