Mr Tlamelo Titus Diphale

📍 Plot 28304, Block 3, Gaborone, Botswana   ✉ tlamelo.diphale@gmail.com

📞 +26777895283   in https://www.linkedin.com/in/titusdiphale

🔗 https://tlamelo.github.io/Resume/   ⊙ https://github.com/Tlamelo
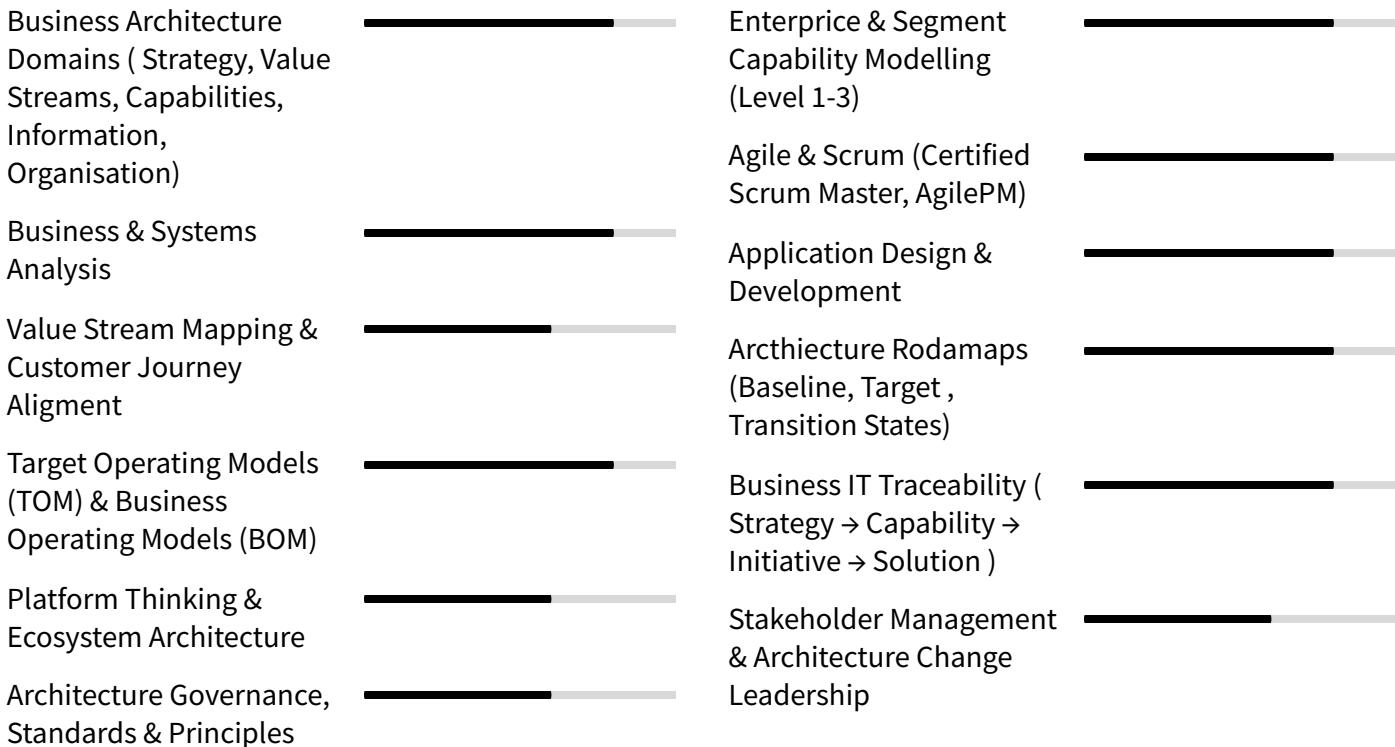
Strategic Business Architect with 10+ years of experience enabling enterprise transformation across banking, payments, and public-sector platforms. Proven ability to translate business strategy into executable architecture through capability modelling, platform thinking, and architecture roadmaps. Strong technical foundation enables effective governance of solution design while maintaining a business-first, customer-centric perspective. Recognised for driving measurable value, stakeholder alignment, and sustainable change in complex organisations.

AREAS OF EXPERTISE

Business Architecture Domains (Strategy, Value Streams, Capabilities, Information, Organisation)	Enterprice & Segment Capability Modelling (Level 1-3)
Business & Systems Analysis	Agile & Scrum (Certified Scrum Master, AgilePM)
Value Stream Mapping & Customer Journey Aligment	Application Design & Development
Target Operating Models (TOM) & Business Operating Models (BOM)	Arcthiecture Rodamaps (Baseline, Target , Transition States)
Platform Thinking & Ecosystem Architecture	Business IT Traceability (Strategy → Capability → Initiative → Solution)
Architecture Governance, Standards & Principles	Stakeholder Management & Architecture Change Leadership

WORK EXPERIENCE

First National Bank Botswana,   March 2023 – Present
Senior DevOps Engineer - Architecture & Platform Transformation   Gaborone, Botswana

- Contributed to enterprise architecture-driven transformation by aligning cloud and CI/CD platforms with business strategy and regulatory requirements.
- Designed platform automation initiatives that reduced manual operational effort by **29%**, improving reliability and operational resilience.
- Standardised deployment pipelines across in-country applications, increasing release frequency by **61%** and accelerating time-to-market for digital banking capabilities.
- Partnered with solution architects, security teams, and business stakeholders to ensure architectural coherence across application, data, and infrastructure layers.
- Applied enterprise-wide thinking to balance architectural quality attributes, cost, and risk, informing prioritisation and investment decisions.

Business Architecture Outcome: Improved alignment between technology platforms and business priorities, enabling faster and more predictable delivery of customer-facing capabilities.

BotswanaPost

Software Engineer Technical Lead   2021 – February 2023
                                                                   Gaborone, Botswana

- Led architecture and delivery of **13 digital platforms and services**, aligning solutions to organisational strategy and customer experience objectives.
- Migrated legacy commerce platforms to a **microservices-based architecture on AWS**, improving scalability, availability, and reuse across business units.
- Defined integration patterns, system interactions, and shared data models across internal teams, vendors, and external partners.
- Analysed and redesigned business processes, reducing financial reporting turnaround time by **50%**.
- Acted as a primary liaison between business stakeholders and technical teams, translating strategic intent into implementable architecture.

Business Architecture Outcome: Established a scalable digital ecosystem that expanded BotswanaPost's service offerings and improved operational efficiency.

IT APPLICATIONS DEVELOPER   2019 – 2020
                                                                   Gaborone, Botswana

• Designed and implemented software solutions to improve prepaid electricity vending platforms, ensuring 98% uptime.

• Conducted business process analysis to identify and resolve performance bottlenecks, increasing system efficiency by 27%.

Key Product Impact: Strengthened service delivery for utility payment solutions, boosting customer trust

BOTSWANA HARVARD AIDS INSTITUTE, *SYSTEMS & DATA ANALYST*   2018 – 2019
                                                                   Gaborone, Botswana

- Took part in the scheduled development meeting to recommend system modifications and project improvements of the SENAITE Open-Source LIMS.
- Designed and coded unit/integration testing using Perficient methodology.
- Utilized strong configuration management and version control to ensure peak system performance throughout 20+ changes.
- Learned company standards of application software development, Agile, and iterative development methodologies (SCRUM).
- Created detailed design documentation, unit test plans, and well-documented code that was used in training for the Lab Staff, clinics and management.

Skills: Python · SQL · Django Framework · JavaScript · Nginx · Docker · GitHub· Slack · Docker

CELLULANT BOTSWANA, *IMPLEMENTATION ENGINEER*   2017 – 2018
                                                                   Gaborone, Botswana

• Spearheaded delivery of mobile money Bank2Wallet solutions for local banks.

• Delivered innovative payment and airtime recharge products used nationwide, lowering operating costs by 70% through efficient system migration.

Key Product Impact: Successfully rolled out customer-facing financial products that expanded mobile payments adoption.

BOTSWANA INTERNATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY,   2014 – 2016
TEACHING ASSISTANT   Gaborone, Botswana

- Teaching undergraduates introduction to programming with C
- Teaching undergraduates advanced OOP programming with C++
- Linux Administration

Botswana Innovation Hub, *Software Developer*   2012 – 2014

- Promoted within 18 months due to strong performance and organizational impact (one year ahead of schedule)
- Facilitated three design thinking workshops for end users to identify use cases
- Successfully conducted API design and development of RESTful Services in 3 months, enhancing operations of the enterprise product in the business.
- Worked within an agile team of 5 developers, prioritizing/scoping feature requests to ensure that the biggest impact features were worked on first on simply-Botswana tourism website.

Skills: Java · SQL · Spring Framework · PL/SQL · JavaScript · Maven · SVN · Apache

EDUCATION

Bsc (Honours) Computer Systems Engineering, *University Of Sunderland*   July 2008 – August 2012

Master of Business Administraion (MBA) - In Progress

CERTIFICATES

Certified Scrum Master (CSM) ⬀   •   Certified AgilePM Foundation ⬀   •   Certified AgilePM Practitioner ⬀   •
Anti-Money Laundering   •   (TOGAF / Business Architecture certification - planned /in progress)

TECHNICAL SKILLS

- **JAVA**

- **C#**

- **Python**

- **JavaScript**

- **Spring Boot**

- **.NetCore**

- **Cloud Services (AWS & Azure)**

- **MySQL**

- **Kafka**

- **RabbitMQ**

- **Redis**

PROJECTS

USSD Application   2017

- Upgraded Standard Chartered Bank USSD Platform from Cellulant Hub3 to Hub 4 hence I had to develop the new USSD middleware from scratch with PHP, MySQL & Aphache

Mobile Money Bank 2 Wallet 2017

- Bank 2 Wallet (B2C) Barclays/StanChart & MyZaka Integration (Java Application)
- Bank2Wallet (B2C) Barclays/StanChart & OrangeMoney Integration (Java application)

Water Utilities Wrapper for Barclays USSD Bill Payment 2017

- Developed a payment wrapper script allowing Barclays's customers to pay water bills through Barclays USSD and Internet banking channels.

Pinless Airtime 2019

- Integrated pin-less airtime (Mascom & Orange) to all BotswanaPost Digital Channels

OPEN API (BotswanaPost Services) 2019

- Developed a Secure REST API for the prepaid electricity vending platform improving the service uptime and easier client integration.

Digital Platforms & Infrustructure Monitoring 2020

- Collaborated with IT services with integrating all BotswanaPost digital services to SolarWinds for efficient monitoring and reporting.

REFERENCES

Maduo Molosiwa, *IT Manager,* Stanbic Bank
+26771858323

Leatile Selelo, *IT Infra-Team Lead,* BotswanaPost
+26776794409

Tebogo Disele, *Business Manager,* BotswanaPost
+26772811956

Thabo Kgwagwe, *IT Security Mnager,* BotswanaPost
+267728991234