

Mr Tlamelo Titus Diphale

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Dear Hiring Manager,

I am writing to express my interest in the Business Architect role within First National Bank Botswana (FNBB). With over a decade of experience operating at the intersection of business strategy and technology execution, I bring a strong ability to translate enterprise objectives into scalable, value-driven architecture.

In my current role at First National Bank Botswana, I contribute to architecture-led transformation initiatives by aligning platform, cloud, and delivery capabilities with strategic and regulatory objectives. I work closely with solution architects, technology teams, and business stakeholders to ensure architectural coherence across systems while balancing cost, risk, and long-term value. This has resulted in measurable outcomes, including improved operational resilience and significantly faster delivery of customer-facing digital capabilities.

Previously at BotswanaPost, I led the design and delivery of digital platforms aligned to organisational strategy, applying platform thinking, process standardisation, and shared data models to enable reuse and integration across business units and partners. These initiatives expanded the organisation's digital ecosystem while improving customer experience and operational efficiency.

I am particularly drawn to this role due to its emphasis on enterprise-wide business architecture, capability modelling, and acting as a change agent across complex environments. My experience working across banking, payments, and public-sector platforms has equipped me to apply an enterprise perspective, influence senior stakeholders, and connect strategic intent to executable architecture.

I would welcome the opportunity to contribute to First National Banks's strategic objectives by strengthening business architecture maturity and enabling sustainable, customer-centric transformation.

Sincerely,

Tlamelo T. Diphale