

Mr Tlamelo Titus Diphale

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Results-driven Senior DevOps Specialist with extensive experience in driving digital automation initiatives to streamline processes, enhance operational efficiency, and deliver seamless digital experiences. Proficient in analyzing business processes, identifying automation opportunities, and implementing innovative solutions. Strong expertise in automation technologies, software development, and business analysis. Adept at fostering cross-functional collaboration and delivering excellence in process optimization.

AREAS OF EXPERTISE

Project Management	<div><div></div></div>	Strategic Planning & Execution	<div><div></div></div>
Team Leadership & Development	<div><div></div></div>	Scrum & Agile Methodologies	<div><div></div></div>
System Architecture & Engineering	<div><div></div></div>	Application Design & Development	<div><div></div></div>
Continuous Process Improvement	<div><div></div></div>	Cloud Computing	<div><div></div></div>

WORK EXPERIENCE

5Y Technology (UK), Azure DevOps Engineer Consultant

July 2024 – Present

Remote

- Designed and maintained end-to-end CI/CD pipelines in Azure DevOps for Dynamics 365 CRM and Finance modules.
- Automated solution build, packaging, and deployment to multiple environments (Dev, UAT, Production).
- Integrated Dynamics 365 with Azure DevOps repos for source control and automated versioning.
- Implemented infrastructure as code using Terraform for provisioning Azure resources (App Service, SQL, Key Vault).
- Improved deployment frequency by 40% and reduced environment downtime during updates.
- Monitored performance and incidents via Azure Application Insights and Log Analytics.
- Collaborated with Dynamics developers, QA engineers, and business analysts in an Agile/SCRUM environment.

First National Bank Botswana, DevOps Engineer II

March 2023 – June 2024

Gaborone, Botswana

- Collaborated with development, operations, security, and 40+ cross-functional teams, ensuring cloud solutions aligned with business requirements across FirstRand Group.
- Developed cloud automation scripts that reduced 29% of manual workloads and increased system reliability by 10+ basis points on FNBB openshift clusters.
- Developed and maintained CI/CD pipelines for in country applications using Jenkins and Gitlab; increased deployment frequency by 61%.
- Executed containerization using Docker and Kubernetes, reducing resource usage by 32% and improving scalability.
- Utilised CloudWatch and ELK Stack to perform metrics-driven analysis and identified 10+ areas for optimization and cost savings
- Managed the company's cloud infrastructure using DevOps tools such as Jenkins, Ansible, and Terraform within a month of the job.

Skills: Openstack · Openshift · Java · GitLab CI/CD · Jenkins · Prometheus · Grafana · Networking (Ingress & VPC) · Cloud Computing · Kubernetes · Jira · Confluence · Spring Boot

BotswanaPost

Software Engineer Technical Lead

2021 – February 2023
Gaborone, Botswana

- Enforce an innovative approach to improve the VTMs reporting system, which effectively reduced the financial tracking analysis time by 50%.
- Supervise and lead a team of 3 junior developers to ascertain the successful completion of the 13 key projects of the company within budget and schedule.
- Collaborate closely with the management, vendors, and associated third parties to guarantee the full functionality and performance of the website financial transactions and database management applications.
- Oversee all phases of the development of the new Java-based vendor application system for the financial services industry, from conceptualization and design to progress and deployment
- Aided in overseeing the transition of the commerce API to microservices that are running on a dockerized platform and ECS through other Amazon Web Services (AWS) such as Dynamo, Simple Queue Service (SQS), and ElastiCache Redis

Skills: AWS · PostgreSQL · Java · SQL · Spring Framework · Typescript · Maven · GitHub · DevOps · Kubernetes · Asana · Spring Boot

IT APPLICATIONS DEVELOPER

2019 – 2020
Gaborone, Botswana

- Designed software solutions by analyzing system performance standards, increasing performance efficiency by 27%.
- Analyzed prepaid electricity vending systems flow, data usage, and work processes, and investigated problem areas to stabilize to platform for 98% uptime.
- Planned, tracked, and managed deliverables on short-term sprints and long-term software deployments.
- Developed and executed test procedures for all the systems code-base.

Skills: Azure · SQL Server · C# · SQL · .NETCore · JavaScript · RabbitMQ · GitHub · Azure DevOps · Kubernetes

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 the software production definition, requirements, analysis and implementation for new project designs.
- Innovated the mobile money bank to wallet system that integrated between bank and Network service provider that allowed customers to credit their mobile wallets direct from bank accounts.
- Coordinated with the experienced Systems Engineer and other professionals in the team in migrating the cost-efficient service that successfully reduced the operating costs by over 70% upon running the newly migrated service from Hub 3 to Hub 4.

- Provided expert support in developing and implementing effective technical solutions that enhanced the system's performance and subsequently boosted business efficiency.
- Monitoring/Observability with Spring Boot Actuator and RESTful Microservices projects using Spring Boot + Spring Cloud - Messaging with RabbitMQ - CI/CD Using Jenkins and Database integration using Spring Data MySQL - Frontend development using Angular

Skills: Java · SQL · Spring Framework · JavaScript · Maven · MySQL · GitHub · Kubernetes · Jira

BOTSWANA INTERNATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY, *TEACHING ASSISTANT*

2014 – 2016
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

CERTIFICATES

Certified Scrum Master (CSM)  • Certified AgilePM Foundation  • Certified AgilePM Practitioner  • Anti-Money Laundering

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 & Apache

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 & Infrastructure 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
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