

Mr Tlamelo Titus Diphale

📍 Plot 28304, Block 3, Gaborone, Botswana ✉ tlamelo.diphale@gmail.com ☎ +26774472285/77895283

📅 10/09/1989 🇬🇧 Motswana 🆔 274218717 🌐 <https://www.linkedin.com/in/titUSDiphale>

🔗 <https://github.com/Tlamelo/Resume/>

PROFILE

Software developer lead at BotswanaPost, with an aptitude for managing multiple complex digital applications projects. My expertise in agile methodology and software development ensure consistency in process creation, effective prioritization, and efficient delivery, on time and within budget. I pride myself on my ability to quickly build meaningful relationships with internal and external stakeholders and have led and empowered diverse, cross-functional teams to successfully execute digital transformation projects within the past 5 years, achieving a 100% success rate.

EDUCATION

M.sc. Computer Science 12/2022
Botswana International University Of Science And Technology Palapye, Botswana

Bsc (Honours) Computer Systems Engineering 07/2008 – 08/2012
University Of Sunderland

CERTIFICATES

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

SKILLS

- | | |
|---|--|
| - Agile Project Management | - Solution Design & Innovation Development |
| - Quality Management | - Systems Migrations/Integrations |
| - Service Management & Reporting | - Partnership & Collaborations |
| - Product Development & Customization | - Risk Identification (Digital Platforms Integrations) |
| - Executive Communication | - Requirements Gathering & Analysis |
| - Budget Management | - Testing/Quality Assurance/Rollout/Support |
| - System monitoring and reporting (Incident Management) | - Vendor Management |
| - Client Relations & Presentations | |

∞ SOFT SKILLS

Adaptability

Emotional Intelligence

Effective Communication

Negotiation

Teamwork

Positive Attitude

Time Management

Conflict Resolution

Work Ethics

Collaboration Over Competition

⚙ TECHNICAL SKILLS

- JAVA/PYTHON/C#
- Databases (SQL Server, MYSQL, ORACLE)
- SQL Programing
- Power BI
- Cloud Services (AWS & Azure)
- Application automation with Python
- Web service (SOAP & REST) development (.NetCore & Springboot)
- System Integration Testing

PROFESSIONAL EXPERIENCE

BotswanaPost

Technical Lead/Product Owner

2021 – present

IT stream lead on the Virtual Teller Machine (VTM) project, another digital transformation by BotswanaPost to expand its digital platforms and increasing its digital footprint in the country.

Gaborone,
Botswana

- Stakeholder management of the project
- Designed and implemented business requirements for the project
- Developed and maintained transactional reports and dashboards in Power BI
- Work closely with the Service Desk team to identify and resolve 2nd and 3rd line reporting issues. Resolution of 3rd line issues would be in conjunction with our 3rd party support team
- Highlight trends affecting systems and suggest appropriate improvements to the VTMs
- Collaborated on the development and sign-off of the project SLA.
- Involved in the daily monitoring and support of the digital self-service kiosks.

IT APPLICATIONS DEVELOPER (SCRUM DEVELOPER)

2019 – 2020

- Agile transformation coach to the organization.
- Responsible for removing impediments, as BotswanaPost digital projects rely on different stakeholders (merchants and Mobile Operators) and business team, hence requiring effective communication.
- Work with stakeholders to identify areas of improvement and provide technology/software recommendations.
- Work with Business Solutions Manager or Specialist to increase quality of all BotswanaPost Digital payments channels through strategic marketing and business development activities.
- Collaboration with marketing, sales, and technology groups to implement business development strategy into specific initiatives on improving PosoMoney and core digital Platforms.
- Provide a clear strategy on the application development needs of the organization
- Understand client requirements and translate them into programming code.
- Deliver across the entire software development life cycle.
- Collaborate with a team of IT professionals to meet the business needs

Gaborone,
Botswana

SYSTEMS & DATA ANALYST

BOTSWANA HARVARD AIDS INSTITUTE

2018 – 2019

Gaborone, Botswana

- Assist in further development and maintenance of the existing clinical and laboratory data solutions.
- Improve integration of local and remote data systems
- Quality assure software systems and participate in sites audits
- Test driven development especially unit testing
- Maintain documentation and strict source code version control
- Monitor, maintain and modify critical data systems to guarantee up-time, accuracy, accountability, security and confidentiality
- Assist in rolling out standard data systems for the research clinics
- Provide guidance, mentor junior developers
- Perform data management of all projects managed by the department.
- Assist in project management for projects assigned as project leader and reporting project health status on weekly basis.
- Ensure all security issues are addressed for all systems deployed and implemented
- End User management
- Take charge, and build collaborative relationships through monitoring communication for projects, networking and ensuring good email communication among other client communication platforms.

IMPLEMENTATION ENGINEER

CELLULANT BOTSWANA

2017 – 2018

Gaborone, Botswana

- Worked with cross-functional teams to structure problems, identify appropriate data sources, extract transactional data and developed integrated information delivery solutions to clients.
- Played key roles in medium to larger projects (e.g., data modeler, data architect)
- Preparation and presentation of service reports with insights and service improvement plan implementation to clients.
- Execute service improvement deliverables as far as the customer is involved.
- Project Design and analysis
- Requirements gathering and documentation during project discovery in the delivery process.
- Translating gathered requirements into technical design documents that will include Product definition document, High level design document and Low-level design document.
- Serve as a technical lead in an implementation project. Encompassing Product design and development, Effort sizing and estimation, Product design and development, Project Management, Resource management and reporting and Client engagement from a technical approach.
- Participated and provided technical leadership in all phases of BI projects: from discovery and planning through to implementation and delivery
- Performed cleansing, de-duplication, and harmonization of data across various systems.
- Supported the planning and coordination of data governance activities.
- Developed and maintained an enterprise data architecture roadmap to improve the maturity and effectiveness of enterprise data management

TEACHING ASSISTANT

2014 – 2016

BOTSWANA INTERNATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

Gaborone, Botswana

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

Software Developer

2013 – 2014

Botswana Innovation Hub

- Ecommerce integration specialist
- Designed and developed a tourism booking web application using nopcommerce (.NET Framework)
- Integrated the web application with VCS payment gateway.

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
+26771858323

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

Tebogo Disele, *Business Manager*, BotswanaPost
+26772811956

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