

PERSONAL

Email address

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Telephone number

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Address

Arcadia

Postal code

0083

City/Town

Pretoria

Driver's license

Code 10

Gender

Female

SKILLS

Business
Analysis

Project
Management

Technical
skills:Python,
java,documentati
on
design,BPMN,A
RIS,SQL,SDLC

Process driven

Attention to detail

Team
Collaboration

Problem Solving

Strong
interpersonal and
good
communication

ANELISA MTHATHI

WORK EXPERIENCE

Junior Business Analyst(Contracted)

Aug 2019 - Jul 2021

South African Social Security Agency, Pretoria

My key role in the team was to collaborate with development team and take new developed features into our backlog/current framework,this included writing requirements, writing test cases, business case and reviewing implemented work/features to assure collaboration with given requirements.

Responsibilities:

- Gathering of business requirements
- Systems analysis for possible permutation that will affect automation's implementation
- Develop and design context diagrams and use cases
- Refinement and demo of tests/requirements in refinements
- Analysing the AS-IS process of the system to find solution for the TO-BE
- Writing of test cases for new developed applications/systems
- Assisting development team with testing of the Queue management system
- Using strong attention to detail and analytical skills to possible find missed requirements and scenarios that need to be taken into account all the time
- Map systems processes using BPMN and ARIS
- Develop user manuals for provincial branches and technical specification document for systems

Support desk intern

Jul 2018 - Jan 2019

University of Fort Hare, East London

I was part of the ICT team that helped student and staff with their day to day technical problems and making sure equipment at computer labs is always up to date

Responsibilities:

- Training of Student and staff for usage of online repositories, student portal and databases
- Support students with online navigation
- Maintain and update computer inventory and equipment
- Reset and manage student and staff accounts
- Monitor computer performance

Desktop support technician

Jan 2018 - Jun 2018

SpaceMed, East London

Responsibilities:

- Assisted staff with installation, configuration and on ongoing usability of desktop, laptop and peripheral equipment
- Perform problem diagnosis in a network and desktop equipment

- Replaced broken screens,faulty keyboards and faulty hardware
- Participate in important technological department projects

STUDIES AND CERTIFICATES

Software Engineering

Sep 2021 - Present

We Think Code, Johannesburg

Bcom Information System

Jan 2015 - Dec 2017

University Of Fort Hare, East London

Matric

Jan 2012 - Dec 2014

Badi Senior Secondary School

CERTIFICATES

Scrum Master

2018

Cloud Computing

2021

REFERENCES

References available on request