

# CHARLENE OTTO

BSC. IT



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## EXECUTIVE SUMMARY

## About Me

I am a hardworking and motivated Business Analyst who has acquired executive knowledge in the field through the study of Information Technology at tertiary level and previous work experience in managing projects, business intelligence reporting, yearly budgeting, and stakeholder management and support.

I have strengthened my skills in the work environment with two years of project management and analytical experience which has been achieved through an Agile approach. Moreover, I have improved the business by taking ownership of projects such as implementing a Data warehouse, managing Business intelligence reports, and assisting with monthly commissions and yearly budgeting.

## CURRENT CAREER POSITION

## Junior Business Analyst

Optimi Learning Solutions | August 2020 – Present

### Key Responsibilities:

- **Reporting:**
  - Manage Microsoft Power BI workspace.
  - Create business insight reports.
  - Prepare and manage data for monthly commissions.
  - Assists with yearly budgeting.
  - Provide reporting support.
  - Improve reporting processes.
  - Identify cost-effective reporting platforms.
  - Improve existing reports.
- **Project planning and solution development / consultation:**
  - Identify key areas for improvement.
  - Define and scope projects.
- **Project management**
  - Develop flight-plan and detail project plan for projects.
  - Identify and resolve project scheduling and resource issues
  - Manage day to day operations within the project area.
  - Recognize and mitigate or reduce risks and issues of the project.
- **Project execution:**
  - Facilitate workshops to define business requirements.
  - Prepare detailed specifications including requirements, functional specifications, business cases and use cases.

## SKILLS

### Programming Languages:

- SQL
- Java
- HTML
- C#
- PHP

### Microsoft Office:

- Word
- Excel
- Outlook
- PowerPoint
- Access
- Power BI
- SharePoint

### Key Competencies:

- Leadership Skills
- Critical thinking
- Presentation skills
- Communication
- Adaptability
- Problem-Solving



### Type: "Logistician" ISTJ-T

• "A Logistician (ISTJ) is someone with the Introverted, Observant, Thinking, and Judging personality traits. These people tend to be reserved yet willful, with a rational outlook on life. They compose their actions carefully and carry them out with methodical purpose".

• "People with the Logistician personality type enjoy taking responsibility for their actions and take pride in the work they do – when working towards a goal, Logisticians hold back none of their time and energy completing each relevant task with accuracy and patience."

- 16 Personaliti

- Work closely with team heads and senior developers on projects to ensure efficient execution of projects.
- **Project support**
- Provide a staged change management plan, and the required training and documentation.
- Provide ongoing support on project solutions to operational teams.
- **Stakeholder management:**
- Identify key stakeholders and a project sponsor and ensure buy-in and alignment.
- Coordinate regular meetings with project stakeholders and sponsor.
- Track and report on project milestones and provide regular feedback to project stakeholders and sponsor.

References:

On Request

■ CAREER HISTORY: EARLY CAREER

## Automation Tester

IT Ecology| December 2019 – February 2020

🔗 Key Responsibilities:

- Program Automation
- Program Testing
- Meeting With Potential Clients

■ EDUCATION

**Type of education:** Tertiary

**Degree type:** Bachelor's degree

**NQF:** Level 6

**Discipline:** Information Technology

**Course Subjects:**

- Financial Accounting
- Entrepreneurial Opportunities
- Information Security
- Advanced Databases
- Decision Support System
- Artificial Intelligence
- System Analysis and Design
- Statistics
- Computer Science

■ SHORT COURSES

- Eggplant:  
Certificate level 1 and 2 complete.
- Python:  
In progress
- Power BI:  
In progress