# **Charlene Otto**

#### **EXECUTIVE SUMMARY**

## **About Me**

I am a highly organised and detail-oriented Junior Business Analyst. The experience gained through my studies and work has taught me that I have a thirst for knowledge and growth.

I am a fast learner that wants to be challenged through my work so that I can learn and grow not only as an employee but as a person as well.

Justified by my degree in Information Technology I have learned that I am a logical, goal-orientated, meticulous, and driven person. These traits make me believe that I can succeed in any position that I am placed in.

#### **© CURRENT CAREER POSITION**

# **Junior Business Analyst**

Optimi Learning Solutions | August 2020 - Present

#### **!** Key Responsibilities:

#### • Project Management:

- Define and scope projects, also develop flight-plan and detail project plan.
- Identify and resolve project scheduling and resource issues.
- o Manage day to day operations within the project area.
- o Make decisions that do not require HOD approval.

#### • Project Administration:

- o Determine and manage resource and budget requirements for projects.
- Manage individual and team conflict.
- Motivate and manage project team.

#### • Business Technical Analysis:

- Identify key areas for improvement.
- Facilitate workshops to define business requirements.
- Prepare detailed specifications including requirement and functional specifications and business cases.
- Perform system and user testing.

### • Stakeholder Management:

- Identify key stakeholders and a project sponsor and ensure buy-in and alignment.
- o Coordinate regular meetings with project stakeholders and sponsor.
- Track and report on project milestones and provide regular feedback to project stakeholders and sponsor.



# Linked in

@ charleneotto116@gmail.com ① (+27) 82 420 2963

#### ■ SKILLS

# Programming Languages:

- SQL
- Java
- Java Script
- HTML
- C#
- PHP

#### **Microsoft Office:**

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

# **Key Competencies:**

- Leadership Skills
- Decision Making
- Communication
- Adaptability
- Problem-Solving
- Detail Orientated

#### PERSONALITY

#### **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 wilful, 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 Personalities Report Extract

## 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

#### References:

Manager: Armand van Tonder Contact Number: (+27)61 761 8365

#### 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)