




# NEHA KUMAR

## SYSTEMS ANALYST

### TO :

**The Human Resources Manager**  
**Ministry of Women Children & Poverty Alleviation**  
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Dear Human Resources Manager

**RE: Vacancy No. MWCPA 67/2022: Senior Systems Analyst**

I'm excited to be applying for the Senior Systems Analyst position at Ministry of Women, Children & Poverty Alleviation. As someone who is highly focused and attentive to detail, I thrive on building quality systems with good design principle and coding practices that surpass end users' expectations. I'm thrilled at the opportunity to utilize my technical expertise, project management and leadership skills as part of Ministry of Women, Children & Poverty Alleviation's expert team. I have successfully completed my Postgraduate Diploma in Information Technology with a GPA of 4.25 from the University of the South Pacific. I have completed my training in ITIL v4 Foundation and I am awaiting to sit for my certification exam.

In my current role as a Systems Analyst at Ministry of Health and Medical Services, I am responsible for managing various public facing and internal health information systems such as CMRIS, PATISPlus, Tamanu Swabbing System and others, for which I am required to continuously engage with stakeholders for requirements elicitation, provide user end support to all health application users, procure software and hardware for facilities and attend to user end technical issues. With the on-going projects, I am required to identify, create and facilitate process design changes by conducting business and systems process analysis and design at a high and complex level and perform scoping for newly proposed systems.

Moving on, with the technical expertise that I have gained from my industrial experience I will be able to identify long term ICT needs of the Ministry in liaison with the National coordinator while defining and establishing enterprise architecture and development standards and maintaining their relevance in the Ministry as it undergoes a reform agenda. I will be able to analyze and implement the long term ICT needs of the Ministry from the Ministry's Annual Business Plan and align the standards to best suit the Ministry's reform agenda.

Furthermore, at my current role with Ministry of Health and Medical Services as a Systems Analyst, I have performed elicit requirements, interpreting the needs of users and translating them into application and operational requirement and clearly documenting business processes and requirements for system development and implementation for Environmental Health Unit and Health Research Portal. The elicit requirements were gathered through process walkthroughs, questionnaires, observations and interviews which was documented for systems designs using tools such as Microsoft Visio for use cases, activity diagrams, data flow diagrams and sequence diagrams.

To add on, with the project management expertise I have from managing the Health Information Systems I will be able to effortlessly communicate approved business requirements to the technical team using the best project management methodology which is agile and provide timely reports to the senior stakeholder of the project. To mention, I am well versed with the agile methodology as I have applied the agile practices with the various industrial project I have been part of.

During my previous role at Asco Motors, I have support the Quality Assurance team by performing timely and efficient User Acceptance Training for new functionalities/fixtures or releases and as part of the project management practices I have managed the progress of all the project deliverables that are being developed by the analysts who are part of the technical team ensuring that the deadlines are achieved with minimum scope creeps and zero quality compromised. Presenting to the management the deliverables and technical reports for formal sign-offs from technical partners and executive management where required. With the technical expertise I possess, I will be able to assist the technical team with the technical integration of all the ICT systems across the Ministry. At the current role, I am part of teams that are performing integration between major Health Information Systems through HL7 FHIR experts along with knowledge transfers/ trainings.

Moreover, as a Systems Analyst I have the skillset for the coordination of the defined business requirements as well as coordinating design sessions for all the new major features, platforms and applications. With the various projects that I have managed at Ministry of Health & Medical Services I am responsible for ensuring all the business requirements are very coordinated to the technical team along with the designs for all the newly proposed health applications through good and effective communication skills that I possess. A key component of the project management plan is user training. I have conducted training for refresher trainings and training the trainer training sessions for the system users in the past and prepared user manuals which assists the users while using the newly installed applications/software.

Lastly, as a civil servant I will actively contribute to all the corporate requirements of the Ministry including planning, budgeting and human resources activities where required. At my current role, I am part of the Occupational Health Safety Committee where we are able to make the workspace a safer working space for all staffs by eliminating hazards. Also, I am part of the ICT team that forecast/prepares budgets for the ICT infrastructure and Annual Software Licenses/Service Level Agreement.

I am a self-starter, a highly motivated individual who has the ability to work in a fast paced environment that is continually changing. I have demonstrated this, while working at Asco Motors managing the system with my colleagues that was used by seven different countries/islands in the Pacific such as Fiji, Samoa, American Samoa, Tonga, Brisbane, Papua New Guinea and Brisbane. While at Ministry of Health & Medical Services which is one of the largest ministries, I have adapted to the changing circumstances of our nation's health and delivering services through the digital platform.

Given an opportunity to work in your dynamic organization, I will work with great dedication, applying my skills and knowledge and will be an asset to your organization. Thank you for taking the time to review my application and consider me as a candidate. I look forward to hearing from you soon.

Yours Sincerely,

*Neha Kumar*