STEPHEN MOTSILE

Senior Business Analyst

Stephen Motsile has over 18 years of banking experience, he has fulfilled various functions ranging from, Bank Telling, Branch Management, Business Analysis, Project Management, Business Process Mapping being the resource in end-to-end Solution Design for strategic projects.

His vast banking background and an appetite for learning has rendered him the go person for bank-wide business critical projects.

AWARDS

* Won the Legends FNB recognition for Top Performer (Trip to Namibia with Exco) 2022.
* Collaboration award from Operations 2022.
* FNB Innovations – Finalist on QMan System Best Performer in Efficiency 2015.
* Enterprise Telling Solution.
* Stock System Enterprise.
* Queue Management System – Implemented

KEY PROJECTS

CAREER SUMMARY

**Senior Business Analyst -**Current

**Project Management -**Oct 2011-June 2013

**Process/Risk Analyst -**Oct 2009-June 2012

**Branch Consultant -**Oct 2002-June 2007

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Replacing of the current telling system which is an off-the-shelf solution that was acquired internationally with the new in- house telling system.

Lead BA for this project, we have documented user stories for new telling system, providing review and handovers sessions with the technical teams.

PROJECTS

EDUCATIONAL INFORMATION

National Certificate in Business Analysis

Faculty Training Institute 2019

University of Johannesburg 2016

Agile Training and Certification

Agile Consortium: Certified Disciplined

Agilist 2017

National Diploma Project Management

– Business Management and Strategy

PACKAGE

Microsoft Office

Business Process Modelling

Word: Master

Excel: Competent

PowerPoint: Master

Visio: Master

Business Process Modelling: Master

TOOLS AND PROFICIENCY

Aris and Nimbus: Competent

Confluence: Master

**Project 01: Enterprise Telling**

**Greenbelt: FNB/University of PTA- Current**

**Project Size: Over 5 Years**

**Budget: 170 million**

**Cost Saving: Paper saving only 60 million + 45 million per year excluding maintenance and future enhancements**

**Projected Users: Plus 3000**

**Duties:**

* Set up and conduct user’s sessions this includes branch visit.
* Complied stats for business to decide which functionality must decomposed.
* Conduct workshops with system accounting team.
* As-is processes and carry out business/ walkthroughs.
* Design new interface with Usability specialist.
* Present to our business and all stake holders involved with new look and feel (To-be)
* Conduct with the technical workshops to ensure that the technical team understood requirements.
* Involve the testing team and learning and training department.

**Project Size: 4 years**

**Project Status: Implemented**

**Project Benefit: Branches can view and configure queue times.**

This project was implemented, and all branches are utilizing the system and Queue Management system aims to direct customers to the correct zone.

Note: Before the implementation of this project. The branches used relay on floorwalker to redirect customer.

Being a BA for this project, we had to document the requirements and functionality for the system to direct customers to the correct zone within the shortest possible waiting time, this includes various branch layouts and sizes.

* Design and documented the following:
  + Call Customer functionality on the front-end to call the next ticket in the queue.
  + The Branch Official must be able to call a ticket again from the system up-to three times and must automatically be re-queued after three attempts.
  + If the ticket has reached or exceeds the number of call outs, the ticket must re-queue and be placed 3 places down in the queue relative to its service.
  + Count the queue time via different zone and per branch.

**Other Project New: Artificial intelligence for hearing- impaired customers – Status** gathering requirements

C: 072 691 1366

Replacement of multiple stock systems that branches are using to manage their stock by introduction a central system to receive, allocate and collection of customer stock (Cards).

Currently, I’m a lead BA for this project and I have documented the business requirements. Currently documenting capability and functionality for new stock system and conducting workshops with the technical teams.

**Mrs. lebogang Snyer**

FNB| Programmer Manager

**Projected users: 3000 branch users and support TBA**

**Project Size: Over 4 years**

**Budget: 70 million**

**Cost Saving: Cost per minute for managing stock on different systems**

**Duties:**

* Set up and conduct JAD sessions with different group of users.
* Set up and working with audit to review findings against the current process.
* As-is and to–be processes and carry out business/ walkthroughs.
* Design new interface with Usability specialist.
* Conduct presentation to our business and all stake holders involved for new look and feel.
* Preparing the functionality document and running with the technical workshops.

**Mr Herbert Mnisi**

FNB | Team Leader Development

CONTACT INFO

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PROJECTS

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FNB | Business Development

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REFERENCES

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**Project 02: Stock System Enterprise**