



Selebogo Mashuga

Business Solutions Analyst

CONTACT



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EDUCATION

Obtained 26 April 2018

BTECH INDUSTRIAL ENGINEERING

University of Johannesburg

Obtained 6 April 2017

NDIP INDUSTRIAL ENGINEERING

University/College

Obtained 6 April 2021

LEAN SIX SIGMA GREEN BELT

Training Leadership Consulting

PRO.SKILLS

Jira

Data Analysis

Project Lifecycle Management

Excel

Power BI

Stakeholder Relations

Communication

Microsoft Project

Relationship Building

PROFILE

Business Solution Analyst with over 4 years experience in customer focused, dynamic environments. Experience designing and analyzing processes for InterviewME clients using BPM techniques such as flow charts and data flow diagrams. Extensive experience using Gantt charts to track project implementation for new PPS insurance InTouch features. Improved project presentation skills using Power Point to drive new initiatives on the InterviewME candidate portal. Obtained a Lean Six Sigma Green Belt to improve my competency and become a valuable member of my team.

EXPERIENCE

BUSINESS SOLUTION ANALYST

InterviewME

March 2022 -Present (11months)

Main Duties

- System process analysis, design and simulation.
- Assist in conducting mapping sessions with business units to facilitate process enhancement and change in terms of business strategies.
- Full understanding of organization's business systems.
- Focus is on process analysis and re-engineering, with an understanding of business and technical problems and solutions as they relate to the current and future business environments.
- Assists in facilitating quality improvement interventions.
- End to End testing of the InterviewME platform to identify system issues and liaise with IT development using Jira to log the issues to be resolved.

Achievements

- A project initiative was carried out to achieve client retention by identifying critical issues that resulted in lower product usage by collecting data from Jira and creating a pareto chart. Collaboration with relevant stakeholders was established, and a 5 why method was developed to determine why the issues arose. We developed a plan of action to resolve the issues. I Drafted a functional requirement specification for the redesign of the interviewME portal's user interface in order to improve the customer experience. To plan for implementation, I created a project plan in Microsoft Project. This initiative would reduce client retention and projected to increase revenue by 39%.
- Involved in planning the migration of our interviewME platform onto AWS.

TECHNICAL SPECIALIST

PPS Insurance

November 2017 - February 2022 (4 years 3 months)

Main Duties

- Documentation of 'As-Is' business processes.
- Participation in the design of the 'To-Be' business processes.
- Development of comprehensive test packs.
- Participation in user acceptance testing.
- Development of user training material.
- Compiling databases and analysing data.
- Continuously improve service level agreements and quality of service delivery.
- Drive Projects to Improve contact data and self service via member portal - INTOUCH
- Improve on-line experience on INTOUCH by implementing
- portal enhancements

Achievements

- Improved the New Business Process for Business Insurance which improved customer experience for internal and external clients by removing unnecessary steps within the process using the DMAIC methodology. Liaised with IT to automate certain parts of the process, instances included automation of policy documents to customers once Business Insurance policies were activated. Automation of Counter Offer Letters once exclusion and inclusion were added by underwriting. Improved the lead time from an average of 5 days to 3 days and increased the amount of business activated.
- Developed an organisational dashboard using Microsoft power BI to measure departmental performance and drive new initiatives to improve on low performance.

INDUSTRIAL ENGINEERING INTERN

KwickSpace Modular Building

February 2016 - February 2017 (1 year)

Main Duties

- Apply Time Study principles to measure the time taken to perform a specified task such as manufacturing galvanized or copper sheets.
- Activity sampling to predict the total time consumed by a machine such as manufacturing steel beams.
- Understanding the maintenance used in the industry - Preventative Maintenance for Electrical and Mechanical Equipment.
- Drafting process journey maps and procedures to ensure workers work according to defined ISO 9001 standards.

Achievements

Working with the SHEQ (Safety, Health, Environmental and Quality) Manager to identify the defects found within the fabricated panels produced and implementing a solid solution.

- Applying cause and effect analysis to identify the causes of the defects.
- Using a check sheet to identify the number of occurrences on the identified causes.
- Using a Pareto diagram to identify the main issues. The critical issue identified was the temperature the materials were exposed to.
- Putting preventative measures in place to ensure that the defects do not occur. e.g. defined temperature used for the chemical. Monitored temperature for the storage of the chemicals.
- This reduced the company costs by 30% to purchase new materials to produce the fabricated panels.