

TSUNGAI MAGAMURA



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Resilient, highly skilled, critical thinking Senior Systems Business Analyst ready to bring 10+ years of experience and take on a challenging IT environment. Diligent, forward-thinking, and adaptable to dynamic company, customer, and business needs. Successful at motivating a team to meet demanding timelines. Detail oriented and diligent in helping companies design and build technical systems customized perfectly for unique needs. Masterful at uncovering economical solutions to system design tasks of any scale.



Skills

UML, BPMN, SQL, UX, XML, JSON, ITIL, OO, SDLC, JAD, JAVA, MS SQL, Oracle, Agile, Personas, Roadmaps, Journey Maps, Backlog Creation
Requirements Elicitation and Collaboration, Requirements Verification, Requirements Validation, Documentation, Diagramming and Modelling, Facilitation, Process Mapping, Release Planning, Software Testing, Project Management, Incident Management
Excellent Communication Skills, Exceptional Problem-Solving Expertise, Outstanding Critical Thinking Skills, Superb Relationship-Building Capabilities, Highly Self-Managed, Detail Oriented, Diligent, Excellent Technical skills.



Work History

2021-05 - Current

Senior Business Systems Analyst

ABSA CIB - Sandton, Gauteng

- Leveraging business analysis and modelling tools and apply notation standards such as UML/BPMN to diagrammatically/visually document: business requirements, business processes, system processes and integration.
- Engaging with diverse stakeholders to understand business problems and needs and translate them into detailed functional requirements encompassing process, data, people, and technical workflow requirements.
- Shadowing the Product Owner on various engagements and liaison with multiple stakeholders
- Translating and documenting business requirements into user stories and specifications detailing integration points
- Working collaboratively within squads to ensure the business requirements are met through DevOps design and delivery activity
- Providing end to end systems analysis by liaising extensively with multiple stakeholders – business units, product owner, developers, architects, and testers.
- Working as part of the embedded DevOps team throughout the design process to review solution design features and functionality.
- Participate in the test effort and defect management to ensure that the delivered solution meets the functional requirements.
- Leveraging input from questions asked during grooming sessions to consistently improve the quality of the requirements analysis for easier interpretation by the development teams.
- Documenting and evaluating alternative workflow solutions
- Investigating and proposing process optimisation opportunities in the context of best practises and improved operational efficiencies
- Assisting with logged support issues
- Analysing the integrity of system requirements and performing an impact assessment to ensure that relevant systems operate in accordance with business expectations
- Successfully migrating existing system functionalities and integrating into strategic microsystems.
- Data migration of decommissioned system functionalities.
- Decomposing high-level requirements into detailed requirements and extracting the true business needs.
- Defining integration points across technical stacks for various requirements.
- Participating in sprint retrospectives and mid sprint reviews.

2020-10 – 2021-04

Senior Business Consultant

Bravura Solutions - Roodepoort, Gauteng

- Ensure all the business requirements, evaluations and recommendations of possible business solutions, assessments and feasibility analysis are documented, circulated, and signed off by the relevant stakeholders, and handed over to the PM for use in defining and designing the project.
- Working in an agile environment to determine and deliver epics, features and user stories.
- Leveraging business analysis and modelling tools and applying notation standards such as UML to diagrammatically/visually document: business requirements, business processes, system processes.
- Documenting the 'AS IS' processes and defining the 'TO BE' processes.
- Working collaboratively with project program teams to define backlog, release, and project planning implications of the requirements development and roadmap.
- Continuously improve system requirements mapping to consistently improve the quality of the requirements analysis for easier interpretation by the development teams.
- Working as part of the embedded team throughout the design process to review solution design
- Facilitating resolution during development and testing phases for any change requirements
- Solution Delivery, developing test cases, conducting smoke testing, manual testing and CAT testing.
- Reviewing and monitoring system stability, resilience throughout the testing process.
- Defining and monitoring overall backlog planning for effective solution delivery
- Providing developer and user support during user acceptance testing.
- Analysing and assisting with preparing and prioritizing the backlog of requirements for the user stories linked to the proposed solutions.
- Producing specifications for new or modified systems such as Functional Requirements Specification or System Requirements Specification
- Building and maintaining stakeholder relationships

2015-07 – 2020-10

Senior Business Systems Analyst

UMS contracted to Medscheme- Roodepoort, Gauteng

- Providing end to end support of all levels of the system development cycle and ensuring project timelines are met for project deliverables.
- Providing end to end systems analysis by liaising extensively with all the stakeholders – business units, project managers, developers, and testers.
- Investigating and resolving problems or incidents and using SQL queries to determine impact of identified issue.
- Producing specifications for new or modified systems such as Functional Requirements Specification, System Requirements Specification and Technical Requirements Specification documents.
- Requirement's elicitation using facilitation techniques, interviews, workflow analysis, document analysis, scenarios, use cases.
- Interpreting customer business needs and translating them into application and operational requirements.
- Evaluating information gathered from multiple sources and reconciling conflicts.
- Decomposing high-level requirements into detailed requirements and extracting the true business needs.
- Evaluate and document the underlying business architecture and conducting feasibility studies, business cases, risk assessments, write proposals, and create functional requirements for new applications and major changes to existing applications made possible by information and communication technology.
- Producing specifications for new or modified systems such as Functional Requirements Specification, Business Requirements Specification, Use Cases, UML diagrams.

- Collaborating with architects, developers and subject matter experts to establish the technical vision and analyses trade-offs between usability and performance needs.
- Support the identification, development and implementation of cost-effective processes to increase efficiency and reduce cost drivers related to the area of specialisation.
- Producing system feasibility and costing documentation.
- Overseeing successful implementation of a new system including data migration.
- Providing end to end support of all levels of the system development cycle and ensuring project timelines are met for project deliverables.

2014-10 – 2015-06

Systems Analyst/ IT Consultant

IMX Software, Rivonia, Sandton, Gauteng

- Writing technical specifications and processing change requests of online financial systems
- Meeting up with application customers/stakeholders to clarify business rules and procedures and document detailed requirements.
- Requirements engineering e.g., User, Systems, Functional and Non-Functional requirements definition.
- Investigating, analysing and documenting current processes and applications.
- Consulting for the UK based HSBC (Hong Kong and Shanghai Banking Corporation)
- Software Development of financial systems online using SQL, XML, C#, JavaScript, Asp.Net, Classic Asp, HTML, VB.Net
- Testing applications & Tracing requirements during implementation
- Identifying and correcting application defects and creating release notes on deployment
- Functional testing, user training, creating and updating client manuals, guidelines and standard operating procedures.
- GTS (Global Trading System) Installation, training and maintenance, FIC (Financial Intelligence Centre) reporting integration Travel Money Exchange software analysis and upgrades, SARB (South Africa Reserve Bank) FINSURV Financial Surveillance Implementation
- User Support and updating tickets on the Microsoft Dynamics CRM.

2011-05 – 2014-09

Analyst Developer & Project Manager

Believers Loveworld, Ransburg, Gauteng

- Handling projects from start to finish – SDLC methodology
- Interviewing, studying and gathering user requirements; translating business needs into detailed system requirements, functional, integration and process specifications.
- Maintained tactical control of project budgets and timelines to keep teams' on-task and achieve schedule targets.
- Outlining project budgets, deliverables and timelines using Visio, MS Project Management Interviewing, studying and gathering user requirements; translating system needs into detailed system requirements, functional, integration and process specifications.
- Problem analysis, process analysis, data analysis and solution design/Application Development Database design and development
- Creating and Testing SQL scripts, Modifying SQL Queries, Creating SQL functions, creating views, writing stored procedures, Developing Triggers, Retrieving reports/data
- Design/Develop and implement applications using SQL, C#.Net, Asp.Net 3.5/4.0
- Co-ordinate and, participate in the testing to ensure that the delivered solution meets agreed business requirements and functional/ process specifications.
- Training and assisting users on the day-to-day system issues, errors and disruptions.

2010-06 – 2011-04

Systems Analyst and Web Developer

Praxis Computing, Killarney, Parktown, Gauteng

- Development of Web applications using C#, ASP.NET, Classic ASP, MS SQL
- Client or User Query Support

- Upgrading and maintaining existing Applications
- Report writing and Ongoing support and maintenance of Praxis DataNet systems and PTSWeb Systems
- Systems development on DataNet
- Ensuring that client's business and system needs, and expectations are being met.
- Working to ensure that programming accuracy standards are met and adherence to development
- Responsible for the effectiveness of the project's clients.
- Helping with the formulation of new methodologies and identifying and correcting software defects

Education

2018-01- Current	MBA – Masters in Business Administration <i>Tshwane University of Technology Business School</i>
Completed	Bsc Hons Computer Science <i>Midlands State University</i>
Completed	Certified Scrum Product Owner <i>Scrum Alliance</i>
Completed	Diploma in Business Analysis <i>What How Business Process Education Centre</i>
Completed	ITIL - Information Technology Infrastructure Library <i>Torque IT – People Cert</i>
Attended	TOGAF 9.2 Level 1 and TOGAF 9.2 Level 2 Attended <i>Torque IT – The Open Group</i>

Accomplishments

- Received the Best 2nd Year MBA student at Tshwane University of Technology Business School for the year 2019 and received a sponsored Trip to Miami.
- Received a passion award for diligence, taking on additional work at Afrocentric Technologies in 2017.
- Designed and launched the Partnership Financial System, resulting in a 40% efficiency in the operation of the company at Believers Loveworld.

References

- Pravesh Soogreem – Senior Manager – Afrocentric Technologies Tel: +27 (0) 11 758 8413 Email: Pravesh.Soogreem@afrocentrictech.com
- Tamlyn Du Plessis – Team Leader - Afrocentric Technologies Tel: +27 (0) 11 671 2389 Email: tamlyn.duplessis@afrocentrictech.com
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