# curriculum vitae

**Introducing**

## Personal details

|  |  |
| --- | --- |
| **Full names:** | Malefa Mmole Tshabalala |
| **Position applied for:** | Business Analyst |
| **Nationality:** | South African |
| **ID number:** | 9101180224088 |
| **EE Profile:** | African Female |
| **Languages:** | English |
| **Area of residence:** | Johannesburg |
| **Date of birth:** | 18/01/1991 |
| **Notice Period:** | 30 days |
| **Rate/Salary:** | **R**  *(Bill rate to Nedbank which is inclusive of the pay rate to the Contractor)* |

## Executive summary

|  |
| --- |
| **Overview:** |
| A Senior Business Analyst/ Process Analyst at Jurumani Solutions (Vodacom) and previously employed by Isometrix within the professional services department. My work experience includes working for DVT (Vodacom) within a division that is responsible for IT solutions and product/services development for the Consumer Market.  I have Diploma in Business Information Technology and 7 years working experience through supporting business-defining requirements, assisting Technical and System Architects develop technical solutions by applying my education, acquired knowledge, training and skills. I have implemented compliance changes on RICA for Vodacom in partnership with MTN, Cell c and Telkom, uChoose Flexi Bundles, CIoT plans, Visual Please Call Me, Data Refill, MBB tariffs, Night Owl, Data Roaming on USSD and solutions to assist Vodacom prevent SIM Swap Fraud. |

## Qualifications

| **Qualification** | **Institution** | **Date** |
| --- | --- | --- |
| Bachelor of Arts in Communication Science | UNISA | In progress |
| IT Diploma | Rosebank | 2012 |
| Matric | Forest High School | 2008 |

| **Certificate/Training** |
| --- |
| |  |  | | --- | --- | | **DEGREE / DIPLOMA / MATRIC:** | **INSTITUTION/S & YEAR COMPLETED** | | ITIL 4 Foundation -IT Service Management in the Modern World | PeopleCert 31 March 2022 – Expiry date = N/A | | Certificate Programme in Business Analysis | Faculty Training Institute (Awaiting POE Results) | | ICAgile Fundamentals | DVT Academy | | Certified Scrum Product Owner | DVT Academy | | International Kanban | DVT Academy | | Business Value Analysis | DVT Academy | |

## Career summary

| **Company** | **Position** | **Start date** | **End date** |
| --- | --- | --- | --- |
| Jurumani Solutions -Vodacom | Senior Business Analyst | Aug 2021 | Current |
| Isometrix | Intermediate Business Analyst | June 2018 | Aug 2021 |
| DVT – Vodacom | Business Analyst | April 2017 | June 2018 |
| Blueturtle Technologies | Business Analyst | July 2015 | Mar 2017 |

## Skills summary

| **Skill name** | **Skill level** | **Years** |
| --- | --- | --- |
| MS Office |  | ½ |
| Agile |  | 7 |
| Waterfall |  | 7 |
| Scrum |  | 7 |

|  |  |
| --- | --- |
| **Skill level key** |  |
| Appropriate training only | 1 |
| Limited practical experience | 2 |
| Solid practical experience | 3 |
| Extensive experience | 4 |
| Expert | 5 |

## Detailed career history

|  |  |  |  |
| --- | --- | --- | --- |
| **Company name** | Jurumani Solutions (Vodacom TPE) | | |
| **Job title** | | **Start date** | **End date** |
| Senior Business Analyst | | Aug 2021 | Current |
| **Summary** | | | |
| * To facilitate requirements meetings to establish detailed requirements with both the technical and business resources for assigned projects or initiatives. * Customer Journey and Business Capability design. * To ensure the scope of work and documentation fully covers the customer’s requirements for the customer to sign it off. * To create proposals (as required) based on the agreed requirements. * To create functional and technical requirement documentation on behalf of the product owner. * To complete all project reports as required by the Scrum Master and Management. * Use Jira. * To document as-is and to-be processes for assigned products and technologies. * To create test cases and manage the testing process as required. * To test delivered systems and solutions to ensure that the system meets the customers’ requirements. * To ensure that reporting and analytics are delivered as required. * To provide input into the improvement of processes across TPE. | | | |
| **Reason for leaving** |  | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Company name** | Isometrix | | |
| **Job title** | | **Start date** | **End date** |
| Intermediate Business Analyst | | June 2018 | Aug 2021 |
| **Summary** | | | |
| * SDLC * Elicitation of requirements * GAP Analysis * Document analysis in a Business Requirement Documents * User Acceptance testing of requirements * User Acceptance testing facilitation with client * User Training on the system with client | | | |
| **Reason for leaving** | Too comfortable, wanted new challenges | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Company name** | DVT Vodacom | | |
| **Job title** | | **Start date** | **End date** |
| Business Analyst | | April 2017 | June 2018 |
| **Summary** | | | |
| * Strategies and Plan all Vodacom Requirements according to business prioritisation on the Roadmap, to determine the business benefit and value. * Analyse client’s business requirements and processes through document analysis, interviews, workshops, and workflow analysis. * Conduct user acceptance testing to verify that the client’s needs are met. * Communicate client’s business requirements by constructing easy-to-understand process models. * Liaise between business and technical personnel to ensure a mutual understanding of processes and applications. * Draft and maintain business requirements and align them with functional and technical requirements. | | | |
| **Reason for leaving** | Contract ended | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Company name** | Bluerurtle Technologies-Vodacom | | |
| **Job title** | | **Start date** | **End date** |
| Business Analyst | | July 2015 | Mar 2017 |
| **Summary** | | | |
| * Elicit requirements using interviews * Analysis * Document analysis in a Business Requirement Specification * User Acceptance testing of requirements * Business process descriptions * Use cases, scenarios, proposed screen layouts * Defining business rules * Requirements walkthrough and Sign-off * Recommendations related to proposed solutions | | | |
| **Reason for leaving** | Project ended | | |