# curriculum vitae

**Introducing**

## Personal details

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| **Full names:** | Angel Mankate Kgoputso |
| **Position applied for:** | Business Analyst |
| **Nationality:** | South African |
| **ID number:** | 8907050566080 |
| **EE Profile:** | African Female |
| **Languages:** | English |
| **Area of residence:** | Johannesburg |
| **Date of birth:** | 05/071989 |
| **Notice Period:** | 30 days |
| **Rate/Salary:** | **R680**  *(Bill rate to Nedbank which is inclusive of the pay rate to the Contractor)* |

## Executive summary

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| **Overview:** |
| Skilled business analyst with demonstrated experience in financial services (banking) and Telecoms industries. Dedicated professional seeking to help businesses improve operations.  Committed to conducting in-depth analysis, problem solving, and simplifying work. Experienced in engaging with management teams of various backgrounds (Manco and Hexco). Determined leader with demonstrated excellence in encouraging collaboration across team members and external vendors.  I started working at Standard Bank of South Africa as a Credit Configuration Analyst. The role exposed to analysis, design, build, test and implement credit solutions for unsecured and secured banking products (Cheque, Credit Card, Vehicle Finance, Home loans, etc).  I moved to a different role as SAP PCM (Profitability and Cost Management) consultant within Standard Bank. This position provided experience in SAP configuration, Data Integration (DI), gathering business requirements, business and system analysis, model building for Rest of Africa(RoA) and SA. Implementing, testing, user support, maintaining of systems, training of users and documenting training manuals. Actuals and budgeting reporting.  2017 I moved to Nedbank Home Loans department as Business Analyst. Custodian of the requirements on the on boarding and acquisition systems (digital platform on both website and mobile) and operations workflow system. My role entails documenting of change requests as per business requirements or reviewing thereof and providing solutions. Analyse and evaluate business requirement. Streamlining system changes to ensure smooth implementation.  Interaction with vendors to understand limitations to ensure proper solutions are delivered. Adhoc functional system testing. Backlog grooming, backlog prioritization, user stories writing and user acceptance criteria writing. Facilitate of User Acceptance testing. Provide day to day user support.  I’m currently working at MTN Group in Enterprise Programme Management Office(EPMO) department as Business analyst on transformation projects and BAWoW community. Introducing design thinking and collaboration tools. I have been exposed to change management using PROSCI in these projects. |

## Qualifications

| **Qualification** | **Institution** | **Date** |
| --- | --- | --- |
| Business System Analysis | University of Cape Town | Mar 2016 |
| Bachelor of Science in Computer Science and Informatics | University of Johannesburg | 2011 |
| Advance Business Analust | FIT | June 2018-Jan 2019 |
| Matric | Glen Cowie Secondary School | 2006 |

| **Certificate/Training** |
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| Certificate of competence: Health and Safety Representative Training  Certificate of attendance: SAP Business Objects Analysis, edition for Microsoft Office  Certificate of attendance: SAP BPC 10.1 - Embedded Model  Certificate of completion: Customer service  Certification of completion: Professional report writing  SAFe 4 Agilist (SA) Exam  Design Thinking  SAFe 5.0 (SA) Exam  Certificate of Attendance: Strategy Design Studio 1.3 – 1.4 |

## Career summary

| **Company** | **Position** | **Start date** | **End date** |
| --- | --- | --- | --- |
| MTN SA | Business Analyst | April 2021 | Present |
| Nedbank | Business Analyst | Aug 2017 | Mar 2021 |
| Standard Bank of South Africa | SAP PCM consultant | June 2014 | July 2017 |
| Standard Bank of South Africa | Credit Configuration Analyst (PBB) | Mar 2012 | May 2014 |

## Skills summary

| **Skill name** | **Skill level** | **Years** |
| --- | --- | --- |
| MS Office | 6 | ½ |
| SQL server |  | 5 |
| SAP BPC |  | 5 |
| SAP DI |  | 5 |
| SAP PCM |  | 5 |
| JAVA |  | 6 |
| C++ |  | 5 |
| HTML |  | 6 |
| VB Script |  | 6 |

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

## Detailed career history

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| --- | --- | --- | --- |
| **Company name** | MTN SA | | |
| **Job title** | | **Start date** | **End date** |
| Business Analyst | | April 2021 | Current |
| **Summary** | | | |
| Execute system testing to ensure that the end product meets the agreed specification as provided by business To facilitate system development and changes between business and IT in relation to developments Develop system specifications from business specifications  Draft system design document and test scenarios  Develop new systems and configure existing systems from specifications  Create and execute test plans/pack for acceptance testing  Review results of test runs to ensure software meets specification requirements  Test customization of software on standalone platform, as well as via the banking platforms Maintain documentation and version control of all PC Credit Scoring systems and software Work with external Vendors to maintain software release and version control Understand software operations and resolve problems relating to software and system failures that may lead to operational interruptions  Ensure the system meets the business requirements as defined in the  business/functional specification  Ensure that all test data is comprehensive, accurate and concise  Meet project timelines as per the agreed Project Plans  Liaise and resolve issues raised by business unit owners  Provide feedback to business regarding incidents raised and fixed after implementation Ensure Testing and Implementation conforms to divisional QA standards  Responsible for keeping all documentation kept up-to-date and in line with procedures Maintaining and updating system configurations as and when  required (database optimisations, testing of new fixes, DEV,SIT and UAT in conjunction with business personnel)  Investigate and analyse incidents / support calls for business applications.  Liaise with Portfolio managers and Vendor teams to gather appropriate information regarding possible causes of the incident / issue.  Determine an appropriate solution to the incident / support call and initiate process to resolve the problem (log a change request for the issue to be fixed or raise a change request for the Business Analysts to spec changes to the exiting solution).  Provide input to the Team Leader regarding the recommended priority for resolution of the incident (relative to other current priorities).  Maintain systems documentation to reflect current system operations.  Perform Testing activities for implementation of fixes for incident, system enhancements, new applications and disaster recovery testing (this will be for changes to systems or business products).  Plan test activities (estimating test effort, testing dependencies, etc.).  Develop test plans (scenarios, test cases, expected results, etc.).  Perform testing activities (functional and integration testing).  Facilitate User Acceptance Testing and obtain user and business signoff.  Manage Implementation of Systems;  Plan and manage the implementation of changes (co-ordinate timing of implementations).  Manage post-implementation reviews. | | | |
| **Reason for leaving** |  | | |

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| **Company name** | Nedbank | | |
| **Job title** | | **Start date** | **End date** |
| Business Analyst | | Aug 2017 | Mar 2021 |
| **Summary** | | | |
| Manage the infrastructure of Home Loans systems (Digital Stasystem) in acquisition and onboarding space.  To support business requirements and the end user through innovative, efficient, effective and configured systems within Home Loans, which contributes to increased sustainability when looking at business processes, systems and people aspects.  **Key Performance Areas:**  **Business needs analysis**  Research, identify gaps and analyse business requirements.  Provide both verbal and written feedback on business requirements through consultation with stakeholders regarding system integration, operations and processes to ensure proposed changes will improve overall client experience.  Documenting of Change Requests as per Business requirements or reviewing thereof and providing solutions.  **Systems design**  Analyse and evaluate business requirement.  Present proposed business procedures / problems and solutions to define data processing needs by being involved in system design and project planning sessions.  Ensure accurate information is provided for the system designs and implementation of applications Design  **Technical support and input on systems, products and processes**  Product and System knowledge transfer to clients with the view to assist with decision making.  Documenting of business requirements  Streamlining system changes to ensure smooth implementation thereof.  Interact with GT / vendors to understand limitations to ensure proper solutions are implemented. Analysing Data and providing feedback.  Reduce maintenance queries and incidents  **Functional specifications**  Review and provide feedback to ensure we sign off on correct and workable changes for all requirements and bugs submitted on user needs, program functions and modifications to computer programs taking into account compliance.  **Systems testing**  Adhoc functional system testing.  Review Test Packs to ensure adequate to identify problem arrears and to ensure correct end result.  Facilitation of User Acceptance testing.  Training on changes deployed.  **Compliance**  Ensure compliance with regards to overall company policy, statutory requirements and best Practice.  **Project Management**  Assist Project Team in successful delivery and implementation of projects. | | | |
| **Reason for leaving** |  | | |

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| **Company name** | Standard Bank South Africa | | |
| **Job title** | | **Start date** | **End date** |
| SAP PCM Consultant | | June 2014 | July 2017 |
| **Summary** | | | |
| * Identifying business requirements and development of business specifications to meet the requirements. * Interaction with PBB, CIB, GEF, RoA users to ensure that new enhancements and modules comply with the needs of the business and are thoroughly tested. * Provide support function to users in terms of PCM model building and SAP BW data reporting. * Perform business needs analysis. * Identify the requirements for new modules or enhancements to existing modules. * Understand and document the impact of any proposed changes to any other existing modules. * Document business requirements. * Document functional requirements for systems training. * Determine impact to related integrated systems. * Liaise with developers during the development phase. * Test correctness of new developments or enhancements made to SAP Profitability and Cost Management system. * Assist in testing accuracy of results end to end, from source systems to target system. * Assist the users by providing them with training for new or existing, up to date modules and ensuring that they have the ability to use the software to its full potential. * Seek opportunities to improve efficiencies through automation and process standardisation. * Manage incidents logged via remedy system to optimize on service delivery to the business units we support.   Support SAP Profitability and Cost Management (PCM) model building for any specific finance cycles within the bank (Month- end Actuals,   * Budgeting, Revised Estimates, Restatements and Forecasting) * Support users with SAP PCM access according to their business units and roles scheduling and monitoring of SAP BW process chains. * Create ETLs using Data Services (DI) for PCM processes to extract data from or to load data to ECC(R/3) and SAP Business Warehousing (BW). * Run users report in SAP BW/FMI for post-implementation review purposes. | | | |
| **Reason for leaving** | Wanted to be a BA | | |

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| **Company name** | Standard Bank South Africa | | |
| **Job title** | | **Start date** | **End date** |
| Credit Configuration Analyst (PBB) | | Mar 2012 | May 2014 |
| **Summary** | | | |
| Execute system testing to ensure that the end product meets the agreed specification as provided by business  To facilitate system development and changes between business and IT in relation to developments  Develop system specifications from business specifications  Draft system design document and test scenarios  Develop new systems and configure existing systems from specifications  Create and execute test plans/pack for acceptance testing  Review results of test runs to ensure software meets specification requirements  Test customization of software on standalone platform, as well as via the banking platforms  Maintain documentation and version control of all PC Credit Scoring systems and software  Work with external Vendors to maintain software release and version control  Understand software operations and resolve problems relating to software and system failures that may lead to operational interruptions  Ensure the system meets the business requirements as defined in the business/functional specification  Ensure that all test data is comprehensive, accurate and concise  Meet project timelines as per the agreed Project Plans  Liaise and resolve issues raised by business unit owners  Provide feedback to business regarding incidents raised and fixed after implementation  Ensure Testing and Implementation conforms to divisional QA standards  Responsible for keeping all documentation kept up-to-date and in line with procedures Maintaining and updating system configurations as and when required (database optimisations, testing of new fixes, DEV,SIT and UAT in conjunction with business personnel) Investigate and analyse incidents / support calls for business applications. Liaise with Portfolio managers and Vendor teams to gather appropriate information regarding possible causes of the incident / issue.  Determine an appropriate solution to the incident / support call and initiate process to resolve the problem (log a change request for the issue to be fixed or raise a change request for the Business Analysts to spec changes to the exiting solution). Provide input to the Team Leader regarding the recommended priority for resolution of the incident (relative to other current priorities).  Maintain systems documentation to reflect current system operations.  Perform Testing activities for implementation of fixes for incident, system enhancements, new applications and disaster recovery testing (this will be for changes to systems or business products). Plan test activities (estimating test effort, testing dependencies, etc.). Develop test plans (scenarios, test cases, expected results, etc.). Perform testing activities (functional and integration testing).  Facilitate User Acceptance Testing and obtain user and business signoff.  Manage Implementation of Systems;  Plan and manage the implementation of changes (co-ordinate timing of implementations).Manage post-implementation reviews. | | | |
| **Reason for leaving** | Career growth | | |