# curriculum vitae

**Introducing**

## Personal details

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| **Full names:** | Adesh Govender |
| **Position applied for:** | Business Analyst |
| **Nationality:** | South African |
| **ID number:** | 7803295031082 |
| **EE Profile:** | Indian male |
| **Languages:** | English |
| **Area of residence:** | Johannesburg |
| **Date of birth:** | 29/03/1978 |
| **Notice Period:** | One calendar month |
| **Rate/Salary:** | **R**  *(Bill rate to Nedbank which is inclusive of the pay rate to the Contractor)* |

## Executive summary

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| **Overview:** |
| Adesh has well over 20-years’ worth of experience working in the Financial Services Industry, Credit Industry, Insurance Industry as well as the Media and Telecommunications Industry. Adesh is a conservative and analytical person who respects traditional organizational values. Reserved, serious, and thoughtful about everything he does, he is a no-nonsense worker who worries about getting things exactly right. Never superficial, he will make sure that he knows what he is talking about before he speaks. He produces work that meets a very high, specific quality standard |

## Qualifications

| **Qualification** | **Institution** | **Date** |
| --- | --- | --- |
| Post Graduate Diploma in Business management Specialized in the field of digital Business | Henley Business School SA | 2022 |
| Advance Diploma in Management Practice | Henley Business School SA | 2021 |
| Computer Engineering | ADvTECH College Campus | 1998 |
| Matric | Palm Ridge Secondary School | 1996 |

| **Certificate/Training** |
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| Agile Fundamentals Training-2021  Tealium Training-2019  Adobe Training-2019  Business Analyst certification-2001 |

## Career summary

| **Company** | **Position** | **Start date** | **End date** |
| --- | --- | --- | --- |
| Vodacom SA | Product Owner | 2019/08 | Current |
| Econet Media – Kwese Channels | Business Analyst Manager | 2017/12 | 2019/04 |
| Professional Provident Society-PPS Insurance | Business Solutions Manager | 2014/10 | 2014/12 |
| Experian Decision Analytics | Team lead: Senior Business Analyst | 2007/01 | 2014/10 |
| Experian Decision Analytics | Network Support Administrator Services | 2000/12 | 2006/12 |
| Unisys(Contracted to Standard Bank SA) | Systems Analyst | 1999/01 | 2000/12 |
| Vc Computing | Computer Technician | 1997/01 | 1998/12 |

## Skills summary

| **Skill name** | **Skill level** | **Years** |
| --- | --- | --- |
| Digital Transformation | 4 | 8 |
| Prototyping | 4 | 8 |
| Wireframes for visual requirements | 4 | 7 |
| Use Cases | 4 | 7 |
| JAD Facilitation | 4 | 6 |
| Data Models and Analytics | 4 | 7 |
| SDLC, AGILE, Scrum, Waterfall | 4 | 7 |
| BPMN 2.0 | 4 | 8 |
| Project Management | 3 | 5 |
| Digital Projects / Digital Strategy Rollout | 4 | 6 |
| Business Writing Skills | 4 | 7 |

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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** | Vodacom SA | | |
| **Job title** | | **Start date** | **End date** |
| Product owner | | 2019/08 | Current |
| **Summary** | | | |
| * Management of the product backlog feature list and sprint grooming for the Scrum Teams. (Agile Delivery Teams) * Daily stand-up sessions conducted with the delivery squad. * Sprint Review held. * Retrospectives conducted after each sprint. * Formulation of User Stories. * Maintenance of Jira / Kanban board as well as updates to Confluence for documentation repository purposes. * Manage the product life cycle stages i.e., conceive, plan, develop, qualify, launch, deliver and withdraw. * Provide day-to-day guidance to the delivery squad during the implementation phase, including change requests. * Acts as a technical and operational advisor for assigned products. * Act as a point of the first reference for all product-related inquiries. * Maintain expert knowledge of the ICT industry and trends. * Review, and keep up to date on new developments regarding competitor and industry products. * Support the product development process. * Develop pricing and packaging strategies. * Maintains communication with customers and partners for product development. * Identify, assess, and onboard new products. * Create Business Cases for new products before approval and launch. | | | |
| **Reason for leaving** |  | | |

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| --- | --- | --- | --- |
| **Company name** | Econet Media – Kwese Channels | | |
| **Job title** | | **Start date** | **End date** |
| Business Analyst Manager | | 2017/12 | 2019/04 |
| **Summary** | | | |
| * Define, implement and continuously improve the Business Analysis methodology. This includes the way of work, all artefacts produced, and any tools required * Define, implement and continuously improve the document management methodology and tools used for the Subscriber management area * Manage the solution design of business requirement for Kwesé touching the Subscriber management function and any cross functional requirements as required * Manage the business roadmap of required future functionality to be delivered * Define and deliver a way of work for the roadmap delivery with all relevant parties in Subscriber management and suppliers involved * Liaise with relevant areas across Kwesé to understand customer and area needs | | | |
| **Reason for leaving** |  | | |

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| --- | --- | --- | --- |
| **Company name** | Professional Provident Society-PPS Insurance | | |
| **Job title** | | **Start date** | **End date** |
| Business Solutions Manager | | 2014/10 | 2014/12 |
| **Summary** | | | |
| * Mitigate significant risks associated with systems integration, which have a high technical complexity and/or involve significant challenges to the business. * Always looking for ways to reduce complexity and increase efficiency of existing integration. * Participate in all strategic initiatives by providing expert business analysis resources, and conduct benefits management to ensure strategic change initiatives provide the value that is expected. * Strong experience in leading and managing a team, together with extensive management experience in managing staff. * Strong broad technical knowledge of server infrastructure. * Skilled in hardware performance monitoring, analysis, and capacity planning. * Ensure availability as a key contact and escalation point for key stakeholders * Quick turnaround on instructions or requests from senior management * Ability to remain calm and collected in pressure situations to allow constructive guidance to the team and also communicate effectively to stakeholders. * Ability to deliver and coordinate projects within tight deadlines. * Strong operational experience with previous experience in improving the delivery of IT services. * Software Development experience (management of vendor relationships) * Project Management and Change Management experience rolling out enterprise level IT projects. * Experienced in developing a strong customer service focused environment * Representative on the I.T Steering Committee for new Technology and Innovation | | | |
| **Reason for leaving** | Contract ended | | |

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| --- | --- | --- | --- |
| **Company name** | Experian Decision Analytics | | |
| **Job title** | | **Start date** | **End date** |
| Team lead: Senior Business Analyst | | 2007/01 | 2014/10 |
| **Summary** | | | |
| * Designed Decision solutions for all the major banks in South Africa and for European markets. * Responsible for driving the growth of customer management and strategic collections revenues across vertical sectors in collaboration with the regional sales organizations across the globe * Leading Business Reviews to benchmark a credit organization’s processes, strategies, analytics, tools, MIS against leading practices in credit acquisition, customer management and collections & recoveries. * Providing initiatives to credit lenders to strengthen their credit risk management capabilities by recommending improvements for the implementation of quick wins and strategic developments. * Creating a collaborative roadmap to prioritize and plan the initiative implementation * Leading design workshops for Retail and SME Banking clients across various markets * Presenting the value proposition confidently to the client * Gathering client’s requirements and solution design * Providing solutions to complex requirements and business structures * Defining and documenting Business Requirements and Functional Specifications * Supporting the build/delivery through to implementation to production. * Experience in working inside a client’s organization and understanding a client’s structure and obstacles they face * Working with regional teams to provide knowledge transfer of value-based propositions * Driving the global product strategy for Experian’s Customer Management solutions; by gathering and evaluating business requirements from external customers to feed into the product roadmap * NCA requirements implemented to all major banks in South Africa * Excellent comprehension of business procedures * Constantly seeking innovative technical solutions * Design and User Interface Optimization * Definition and documentation of business requirements solution realization * Elaboration, follow-up of project plans * Identification of development opportunities * Business and preliminary analysis * Process definition and software architecture * Maintain constant relationship between the IT and operational departments * Performed business and functional analysis globally. * Recommended technical orientations | | | |
| **Reason for leaving** |  | | |

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| --- | --- | --- | --- |
| **Company name** | Experian Decision Analytics | | |
| **Job title** | | **Start date** | **End date** |
| Network Support Administrator Services | | 2000/12 | 2006/12 |
| **Summary** | | | |
| * Management and troubleshooting of LAN / WAN environments. * Resolve problems relating to the operation of the network * Ensure that security procedures and policies are enforced. * Maintenance of Antivirus monitoring software and related protective measures. * Support end user Microsoft products, including support dial up user. * Respond to hardware, software and configuration related fault calls to ensure minimum disruption to business. * Installing or upgrading system software like the kernel or libraries and managing user accounts and disk space. * Purchase and install hardware upgrades on user systems. * Supporting and maintaining company’s internet access. * Performing and maintaining a complete hardware audit with regard to all systems on the LAN. * Ensuring that licensing status is always legal. Perform and maintain a software audit. * Manage daily, weekly and monthly backup procedures and ensure that one monthly set is sent off-site. * Provide timely and accurate communication to users and management of network status. Includes notice of scheduled downtime, network "events" such as slowness, etc. and work on projects. * Management of Back-office products including MS Exchange, SQL and Proxy. * Liaise with third party product suppliers. * Participate in and successfully deliver IT projects as required to meet individual project objectives * Full Captaris Right Fax Ver 7.0 - Ver 9.0 Maintenance and Support integrated with Microsoft Exchange | | | |
| **Reason for leaving** | Career growth | | |

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| **Company name** | Unisys(Contracted to Standard Bank SA) | | |
| **Job title** | | **Start date** | **End date** |
| Systems Analyst | | 1999/01 | 2000/12 |
| **Summary** | | | |
| * Maintain and Support all Standard Bank Branches nationally. * Telephonic and software support on BDS, WSOD, RRCC, Home Loans, Netscape and AYM new * New system implementation * Identification and troubleshooting of SBSA equipment failure * Setting up of networks LAN (token rings, etc.) * Administration and upkeep of LAN/WAN * Support and maintenance of Windows and Lotus Notes solutions * Helpdesk and Administrative support internally * Repairing/ replacing/ upgrading of Software and Hardware * Daily, nightly Back-ups * Software Installation: OS/2, Windows, Lotus etc. * Vendor Management | | | |
| **Reason for leaving** | Contract ended | | |

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| --- | --- | --- | --- |
| **Company name** | VC Computing | | |
| **Job title** | | **Start date** | **End date** |
| Computer Technician | | 1999/01 | 1998/12 |
| **Summary** | | | |
| * Formatting hard drives * Loading various software * Upgrading and repairing of computers * Working with CPUs * Working with power supplies and monitors * Trouble-shooting software packages * Hardware Installation * Soundcard Installation * Assembling of computers from tear down * Setting up and linking the Internet * Assisting in setting up networks for companies * Fault finding and diagnostic problems | | | |
| **Reason for leaving** | Career growth | | |