# curriculum vitae

**Introducing**

## Personal details

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| **Full names:** | Oupanyana Barends Mofokeng |
| **Position applied for:** | Business Analyst |
| **Nationality:** | South African |
| **ID number:** |  |
| **EE Profile:** |  |
| **Languages:** | English |
| **Area of residence:** | Johannesburg |
| **Date of birth:** |  |
| **Notice Period:** |  |
| **Rate/Salary:** | **R**  *(Bill rate to Nedbank which is inclusive of the pay rate to the Contractor)* |

## Executive summary

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| **Overview:** |
| I am a graduate of a BSc in Information Technology at the University of Johannesburg. So far this degree has provided me with challenges and knowledge that has seen me overcome and equipped me with valuable experience in an array of programming language. I majored in Computer Science and Informatics and qualified to do my honors in Computer Science where this is the future goal that I have set out to achieve. The course provided me with an opportunity to test my skills and knowledge with a compulsory 3rd-year project which was online artist management and online shop system. Group work played a huge role in making the project a success. The project mainly focused on software development and technologies used within the software development field  I started working at Standard Bank of South Africa as a Credit Configuration Analyst. The position entailed developing, implementing, supporting, maintaining, documenting and performing version control of all decision-making and scoring systems for banking products (home loan, personal loan, VAF and credit/ cheque card) pertaining to Retail Banking Credit. (Behavioural Scoring, Account Maintenance/Origination and Credit risk). These systems include new business, behavioral and event-driven systems and focus on all aspects of the customer/ credit lifecycle from origination through account management, marketing, and customer debt management. I was a Business/System Analyst at Standard Bank of South Africa in the Insurance division called SBIS (Standard Bank Insurance Brokers). The position entailed, liaising with different underwriters (AIG, SIL, and Hollard). Also liaising with RewardsCo and OKS in terms of getting campaign leads so that consultants can contact clients for a specific campaign once is LIVE (active). I also do system support for the call centre area I am in charge of.  Was a Senior Business/System Analyst at Nedbank HomeLoans Department. The system I maintain and manage is Webconvey. 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 thereof. Interact with GT / vendors to understand limitations to ensure proper solutions are implemented. Ad-hoc functional system testing. Review Test Packs to ensure adequate to identify problem arrears and to ensure correct end result. Facilitation of User Acceptance testing. Assist Project Team in successful delivery and implementation of projects. Provide day to day user support for the system.  Was a Senior Business Analyst/Project Lead at Sybrin System within the Case Management Department performing requirements elicitation, verification, project management responsibilities for existing and new clients within South Africa and across Africa. My role includes being a leader of a feature team(BA, Developers, and Testers) where my duties include project management responsibilities, Ensure that the activities needed to fulfill each item in the backlog are identified, outlined and prioritized before the next sprint and collaborate with the rest of the feature team to ensure that stories are delivered effectively and quality standards are adhered to. |

## Qualifications

| **Qualification** | **Institution** | **Date** |
| --- | --- | --- |
| Advanced Business Analyst Program/NCBA | Facility Training Institute | 2017 |
| SharePoint 2007 End User, Power user & Site Owner Courses | Bytes Technology Group(BTG) | 2013 |
| Certificate of Attendance: Strategy Design Studio 1.3-1.4 | Experian | 2012 |
| Bachelor of Science in Information Technology | University of Johannesburg | 2011 |
| Matric | General Smuts High School | 2006 |

| **Certificate/Training** |
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| MS Visual Studios(c# Vb.net)  SAS  Strategy Design Studios (SDS)  Portfolio Reporting  Studios (PRS)  Mainframe  UML Process Design  Visio. SQL Server  R2 2008  Oracle  SAS  • MS Office (Word, PowerPoint, Excel, • Access) • Visio • Remedy • Crystal Reporting • Maven • Sybrin 7 and Sybrin Enterprise • Solution • JIRA • Confluence and Team Foundation Server. |

## Career summary

| **Company** | **Position** | **Start date** | **End date** |
| --- | --- | --- | --- |
| First Rand | Senior Business Analyst | Oct 2019 | Sept 2020 |
| PM Connection | Lead Business Analyst | July 2019 | Oct 2019 |
| Cruze Control | Senior Business Analyst | Nov 2018 | May 2019 |
| Penta Consulting | System Analyst | Mar 2018 | Sept 2018 |
| Sybrin Systems | Senior Business Analyst/Project Team Lead(Project Manager | May 2017 | Feb 2018 |
| Nedbank | Senior System/Business Analyst | Sept 2014 | May 2017 |
| Standard Bank of South Africa | System Analyst(SBIB) | Mar 2013 | Aug 2014 |
| Standard Bank of South Africa | IT Support Manager(SBIB) | July 2013 | Dec 2013 |
| Standard Bank of South Africa | Credit Configuration Analyst(PBB) | Feb 2012 | Mar 2013 |

## Skills summary

| **Skill name** | **Skill level** | **Years** |
| --- | --- | --- |
| Oral and written communication skills |  | ½ |
| Interpersonal and consultative skills |  |  |
| Facilitation skills |  |  |
| Influencing skills |  |  |
| Problem solving skills |  |  |
| Analytical thinking and problem solving |  |  |
| Being detail-oriented and capable of delivering a high level of accuracy |  |  |
| Organizational skills |  |  |
| Knowledge of business structure |  |  |
| Stakeholder analysis |  |  |
| Requirements engineering |  |  |
| Costs benefit analysis |  |  |
| Processes modeling |  |  |
| Project Management Skills |  |  |
| Data Analysis Skills |  |  |
| Business and System Analysis |  |  |
| Testing skills |  |  |
| Critical and Strategic Thinking |  |  |
| Change Management |  |  |
| Leadership skills |  |  |
| Decision making |  |  |
| Proof of concept and prototyping |  |  |
| Business proposals |  |  |
| Understanding of SDLC, STLC, Agile, Waterfall, Scrum and other methodologies |  |  |
| Understanding of Database design, SQL |  |  |

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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** | FIRST RAND | | |
| **Job title** | | **Start date** | **End date** |
| Senior Business Analyst | | Oct 2019 | Sept 2020 |
| **Summary** | | | |
| Participate in conceptualisation, design and planning of projects for product house, business unit or segment  • Contribute to the development of a budget aligned to operational delivery plans, monitor effectiveness, and report on variances  • Develop, encourage and nurture collaborative relationships within FNB and/or across the FRG  • Continuously assess own performance, seek timely and clear feedback and request training where appropriate  • Provide subject matter expertise and thought leadership in area of expertise  • Develop new insights into situations and apply innovative solutions to make organisational improvements  • Ensure compliance to legislative and audit requirements and adherence to relevant processes  • Compile reports that track progress and guide business to make informed decisions  • Produce high quality work by adhering to predefined standards and procedures and in accordance with compliance and governance standards  • Focus on providing optimal services and improving service delivery processes to meet or exceed customer expectations  • Build working relationships across teams and functional lines to enhance work delivery, collaboration and innovation  • Prevent wastage and identify process improvements to contain and reduce costs  • Improve efficiencies by reviewing assigned business processes to identify and address operational, financial and technological risks | | | |
| **Reason for leaving** | Contract ended | | |

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| **Company name** | PM CONNECTION | | |
| **Job title** | | **Start date** | **End date** |
| LEAD BUSINESS ANALYST | | July 2019 | Oct 2019 |
| **Summary** | | | |
| Focuses on end to end business analysis for new products within the OMF lending, banking and insurance businesses. Accountable for new features as well as enhancements to the existing product offering, on a continual basis.  Analyses past, present and future business environment.  Works closely with the design lead, and forms a core part of the creative design process  Grasp a concept and produce a business requirement to meet business needs, whilst taking this from concept to business case, business requirements, the necessary interaction with the technical and business teams, all the way through to final implementation and delivery to customers.  Documents requirements including data modelling, interface layouts, data flows, screen and report layouts, etc.  Work with multiple delivery partners, internal and external to the organisation.  Works closely with systems analyst and project manager to design and implement solutions within constraints.  Owns systems, user acceptance testing and implementation of changes or new applications. Ensures all testing protocols are adhered to.  Investigates and defines requirements for business processes.  Works with managers and relevant users on feasibility studies and establishing business and systems requirements.  Formulates strategies and guidelines to improve the business environment.  Analyses system or business processes to determine problems, risks and opportunities for improvement. Facilitates the implementation of new or enhanced processes.  Reviews processes and conducts process audits, as required  Provides support and facilitates sessions for end users, e.g. training.  Designs new business processes. Consults to management (both IT and business) on business procedures and policies.  The successful incumbent should be self-starter who is comfortable with taking deep accountability for delivery and outcomes. | | | |
| **Reason for leaving** | Contract ended | | |

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| **Company name** | CRUZE CONTROL | | |
| **Job title** | | **Start date** | **End date** |
| SENIOR BUSINESS ANALYST | | Nov 2018 | May 2019 |
| **Summary** | | | |
| Provide business case development support to line management  • Perform stakeholder analysis  • Identify and document business requirements  • Input into solution design; and  • Assist in implementation and handover to the business.  • Key Performance Areas  • Assist is creating the Business Support strategy and governance  • Collecting and analysing business requirements within the organization  • Prioritize work according to delivery requirements  • Provide support to users and management of change requests  • Engage with business and ICT stakeholders; and  • Identify business opportunities and business risks within NSFAS | | | |
| **Reason for leaving** | Contract eneded | | |

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| **Company name** | PENTA CONSULTING | | |
| **Job title** | | **Start date** | **End date** |
| System Analyst | | Mar 2018 | Sept 2018 |
| **Summary** | | | |
| Analyse system and data requirements to inform design of integration services and enabler solutions  • Liaise with relevant stakeholders including project managers, business analysts, solution architects, integration architects to gather information and undertake analysis  • Aligning and performing impact assessment of the solution design across various work streams where the requirements are similar  • Ensuring alignment with specified solution architecture principles per requirement  • Engage with the relevant resources to produce the Integrated Low Level design of the solution, encompassing the integration points within the end to end process management components, the physical design and data mapping required to enable integration from the front end to other solution delivery services  • Liaising with various Business Architects and Solution Architects to understand and implement the architecture and design at a detailed enough level for ‘work’ to start.  • Produce artifacts in the appropriate formats and work collaboratively to deliver required system specifications  • Supporting various System Solution teams to achieve overall programme goals  • Validate the developed solution against the specifications and report any defects  • Support the Testing teams in establishing the root cause and resolving issues within the defect management process  • Support the Enablers team members in the achievement of overall programme goals by working as one team  • Improve documentation standards and quality where possible  • Keeping the relevant Project Managers informed of progress and issues  • Areas: Servicing, Application, Reinsurance and Underwriting | | | |
| **Reason for leaving** | Contract ended | | |

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| **Company name** | SYBRIN SYSTEMS (EOH) | | |
| **Job title** | | **Start date** | **End date** |
| SENIOR BUSINESS ANALYST/ PROJECT TEAM LEAD (PROJECT MANAGER) | | May 2017 | Feb 2018 |
| **Summary** | | | |
| Creating and updating Requirements Documentation for new and in-production systems  • Prepare Functional Specification  • Leading Requirements Workshops and JAD Sessions on-site at our African clients  • Verify and validate requirements  Reviewing the results of testing to ensure that functionality has been correctly implemented.  Perform the Business Analysis role from start to finish on new projects, including: Perform Requirements Elicitation using interviews, document analysis, requirements workshops, surveys, business process descriptions, use cases scenarios, JAD sessions, task analysis, and workflow analysis  Perform Requirements Management and Communication, ensuring stakeholders and team members are in agreement on the solution scope  Perform Requirements Analysis, prioritising and progressively elaborating on requirements to a level of detail required by the project team; o Proficient in business/system process mapping techniques and scoping;  Business Analysis Planning and Monitoring – determining what activities are needed in order to complete a business analysis effort.  Responsible for providing feedback on issues and risks, reporting these to management  Responsible for supporting & assisting other Business Analysts within the team  Documenting enhancements and process flows  Assisting with the analysis of process changes, risk impacts. Ensure system is developed according to specifications and ensure Systems Integration and User Acceptance Sign Off  Model business requirements using BPMN preferred, UML also acceptable  Support Project Management Function | | | |
| **Reason for leaving** |  | | |

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| **Company name** | Nedbank | | |
| **Job title** | | **Start date** | **End date** |
| SENIOR SYSTEM/BUSINESS ANALYST (HOME LOANS) | | Sept 2014 | May 2017 |
| **Summary** | | | |
| Manage the infrastructure of Home Loans systems  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.  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.  Analyzing Data and providing feedback.  Reduce maintenance queries and incidents  Review Junior Business/System Analyst output and provide relevant feedback  **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. | | | |
| **Reason for leaving** |  | | |

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| **Company name** | Standard Bank of South Africa | | |
| **Job title** | | **Start date** | **End date** |
| System Analyst (SBIB) | | Mar 2013 | Aug 2014 |
| **Summary** | | | |
| Assist with researching, developing, implementing, maintaining and supporting computer systems in accordance with the appropriate business specifications.  Co-ordinate the development of system enhancements and system maintenance changes between SBIS operational divisions and SBSA IT programming Team Manager.  Participate in all final UAT testing ensuring that programmers have developed to suit the business requirements.  Research, analyse, document, recommend system solutions, provide second line support to end users for the end users’ business requirements and assist in day-to-day problem resolutions.  Assist with preparing mandates, project proposals and action plans for all incidents and work requests being dealt with.  Manage and participate in all sit and uat systems testing. Compile test data and expected end results and support the implementation of new products and changes.  Assist in compilation of user manuals for training purposes co-ordinate the implementation of new or enhanced systems and then undertake post-implementation evaluations.  Acquire detailed knowledge of systems implemented in order to provide an efficient maintenance and support function.  Build solid relationships with all internal and external clients, suppliers and vendors. | | | |
| **Reason for leaving** |  | | |

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| **Company name** | Standard Bank of South Africa | | |
| **Job title** | | **Start date** | **End date** |
| IT Support Manager(SBIB) | | July 2013 | Dec 2013 |
| **Summary** | | | |
| Identifying business requirements and development of business specifications to meet the requirements.  Interaction with Standard Bank Insurance Services System users to ensure that new enhancements and modules comply with the needs of the business and are thoroughly tested.  Provide second line support function to users in terms of report writing and dealing with queries and system training.  Provide second line support for Maven 2000.  Provide ongoing training to affect cross-skilling within Standard Bank Insurance Services teams, using coaching & mentoring methods.  Perform business needs analysis.  Identify the requirements for new modules or enhancements to existing modules.  Document the requirements into a functional specification  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 modules or enhancements made to systems used by Standard Bank Insurance Services.  Bug fixes through the use of structured testing techniques.  Assist in testing accuracy of results end to end  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 direct report to optimize on service delivery to the area we support | | | |
| **Reason for leaving** |  | | |

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| **Company name** | Standard Bank of South Africa | | |
| **Job title** | | **Start date** | **End date** |
| Credit Configuration Analyst(PBB) | | Feb 2012 | Mar 2013 |
| **Summary** | | | |
| To undertake system testing to ensure that the end product meets the agreed specification.  To facilitate system development and changes between business and IT in relation to developments on the aforementioned systems and applications.  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.  Understand software operations and resolve problems relating to software and system failures that may lead to operational interruptions.  System meets the business requirements as defined in the business/functional specification.  All test data to be comprehensive, accurate and concise.  Documentation kept up-to-date 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 analyze incidents / support calls for business applications.  Liaise with Portfolio managers and Vendor teams to gather appropriate information regarding possible causes of the incident / issue.  Maintain systems documentation to reflect current system operations. Plan test activities (estimating test effort, testing dependencies, etc.).  Develop test plans (scenarios, test cases, expected results, etc.). 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 review. | | | |
| **Reason for leaving** |  | | |