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| CV. Leah Lecheko | |  |
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| **PERSONAL DETAILS** | |  |
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| Last Name: | Lecheko |  |
| First Name/s: | Leah Paballo |  |
| Nationality: | South African |  |
| ID Number: | 8012190658085 |  |
| Availability: | 1 Calendar Months' Notice |  |
| Location: | Johannedburg |  |
| Gender: | Female |  |
| Race: | African |  |
| Languages: | English |  |
| Contact: | 0824607818 |  |

**EDUCATION & QUALIFICATIONS**

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| **Date** | **Institution/Organisation** | **Certificate/Course/Training** |
| 2021-2022 | Milpark Education (Pty) Ltd | Higher Certificate in Banking Services (in progress) |
| 2018 | UNISA | Course in Fundamentals of Banking and Risk Management |
| 2017-2018 | The George Washington University | Master’s Certificate Business Analysis |
| 2016 | TwentyEighty Strategy Execution and The George Washington University | Associate’s Certificate Business Analysis |
| 2015 | PMA | Prince 2 Foundation |
| 2012 | Faculty Training Institute | Business Analysis Diploma |
| 2001-2003 | Witwatersrand Technicon (U.J) | Marketing Management Diploma (Incomplete) |
| 2000 | Birnam Business College | Certificate in Hotel Management |
| 1999 | Riverside High School | Senior Certificate |

**Professional Certificates**

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| **Date** | **Institution/Organisation** | **Certificate** |
| 2013 | Torque IT | Writing Queries using Microsoft Server 2008 Transact-SQL |
| 2010-2011 | Transnet School of Rail | Development Programme |
| 2009 | BizTech | Business Writing |
| 2008 | IndigoCube | Essential Skills for Business Analysis |
| 2005 | Stratagem Business Training Specialists | Lifewise Training Programme |
| 2005 | Guest Resource Services | Supervisory Programme |

**ROFESSIONAL EXPERIENCE**

April 20th 20018 – Present

ABSA Bank

**AVP Business Analyst, Projects** (Pricing Centre of Excellence and Product Development in Everyday Banking)

Responsibilities/Contributions:

* Gather and document technical requirements according to agreed standards
* Design and document business solutions using information technology according to agreed standards
* Transform business requirements to a level of detail appropriate for implementation (analyse and document detail business requirements correctly and clearly in terms of relevant artifacts like user stories with acceptance criteria; process diagrams; data models; business rules; wireframes/mock-ups)
* Assist technical designers in translating the business requirements and / or functional specifications into detailed technical requirements
* Create test cases and functional, integration and perform user acceptance testing activities when necessary.
* Investigate and perform business system needs analysis, interview product / business process owners, determine business system requirements and identify alternatives
* Set up and facilitate workshops with stakeholders to gather, identify and document the project and business system requirements
* Determine the impact of system changes
* Testing of technical solutions, processes.
* Participate and provide input into the design and functional discussion with the developers
* Provide training to the trainer (or users) and sign off user manuals.
* Ensure effective and consistent service delivery and support to both internal and external clients in line with the company values and treating customers fairly.

September 2012 – April 06th 2018

Sasfin Bank

**Business Analyst** *(Information Technology)*

Responsibilities/Contributions:

* Providing support for Bank’s financial line of business system (BFS application - Which has different modules including accounting module for client’s payments).
* Currently involved in designing a mobile banking application tool for the bank.
* Handling, writing, and facilitating change requests. Compiling of Business Requirements Documents.
* Following up with the users to test the new system, achieve signoff.
* Liaising with relevant stakeholders to attain relevant business requirements for change requests and BRDs.
* Ensuring that major business units at the bank runs smoothly and efficiently always.
* Responsible for enhancing current business processes.

Reason for Leaving: New career opportunity

**PROFESSIONAL EXPERIENCE**

November 2008 - August 2012

Transnet Freight Rail

**Business Analyst** *(Information Technology & Communication)*

Responsibilities/Contributions:

* Ensuring the operational effectiveness and excellence of the business unit. Design and document workflow and make appropriate recommendations that will positively impact operational effectiveness.
* Do reviews, analysis, and create detailed documentation of business systems and user needs, including workflow, program functions, and steps required to develop or modify computer programs.
* Working directly with users of the systems to gather and document business requirements, and with the customer project/systems team to implement those requirements.
* Developing/re-engineering improved processes with the business.
* Interpretation of business process to SAP functional processes.
* Specifications for SAP functional systems to support business processes.
* Definition of testing strategies. Implementation of processes. Change management.
* Business case development. Facilitation of workshops for information gathering or solution engineering.
* Following up with the users to test the new system, achieve signoff, and continue to move the system toward go-live. Working hands on with system to configure and test it to ensure that it meets the business requirements. Assist customers in identifying functional gaps in the core front or back-office product, and to create detailed functional specifications for the gaps, and to determine whether those functional enhancements will be implemented
* Responsible for training users on basic use of the system, new functionality, etc.
* Manage issues and track timeline of development deliverables, and keep the customer informed of progress

Reason for Leaving: career opportunity

**PROFESSIONAL EXPERIENCE**

August 2008 - October 2008 (Contract)

3P Consulting (Pty) Ltd

**Project Administrator**

Responsibilities/Contributions:

* Accurate financial records are maintained, Monitor and maintain an updated Portfolio Management Document
* Ensure that projects are registered, and project numbers are issued.
* Manage the financial and risk components of projects. Evaluate and manage scope changes, defining the consequences and obtaining approval to continue or abort the projects.
* Invoices are checked and appropriate sign-off processes followed before payment is authorized.
* Purchasing decisions are made in a cost-effective manner and in accordance with organisational policies.
* Schedule Meetings and Co-ordinate for Project Managers.
* Attend all Project Managers meetings and other important Programme Office Meetings.
* Consolidate and generate minutes and documentation such as Scope Definition, Project schedule, etc.
* Ensure that Registered Projects are logged, classified, and communicated amongst the Business on IMethod.
* Updating, printing, and getting deliverables signed-off. Preparation of slide presentations and communications.
* Circulating hand-outs, presentations and communication following meetings.

Reason for Leaving: Contract completed successfully

**PROFESSIONAL EXPERIENCE**

March 2008 - August 2008 (Contract)

Snap-tech (Pty) Ltd

**Project / Training Administrator**

Responsibilities/Contributions:

* To ensure compliancy in relation to EPWP principles, objectives (Job creation, accredited training and skills development, delivery / work experience amongst others) and outputs.
* To Co-Ordinate, oversee and guide on the correct implementation of EPWP Projects and equally advise / recommend to the Client (Gauteng Public Transport Roads & Works) and report progress on EPWP key indicators per project and review project reports.
* To monitor and evaluate the implementation of EPWP in the Gauteng Province.
* Coaching / guiding of Municipal officials to implement EPWP.
* Analysing and advising how many projects are EPWP compliant.
* Identifying future EPWP Projects. Estimating the number of job opportunities.
* Performing any EPWP related monitoring. General liaison, consultation, and assistance to Metropolitan and District Municipalities and Roads Agencies in preparation of business plans as well as feedback relating to approval of these business plans. Aiding the Client in respect of EPWP policies, guidelines, and procedures.
* Aiding in the preparation of projects / programmes, attend site meetings and compile monthly reports, monitoring & evaluation reports, and financial reports for the Gauteng EPWP.
* Maintaining a database of allocated EPWP Projects.

Reason for Leaving: Contract completed successfully

**PROFESSIONAL EXPERIENCE**

October 2006 - January 2008

Sun City Resort

**Events Coordinator**

Responsibilities/Contributions:

* Events Management. Government Conferences. Corporate Conferences.
* Manage all Hotel & Restaurant Promotions. Business, Product & Car Launches.
* Year-End Functions. Wedding Planning; Anniversary Celebrations; Engagement Parties.
* Delivering to Clients needs and budgets. Customer Relationship Management Ensuring that Customer Service is maintained at a Five Star Level. Meeting Monthly Targets as set by the Management Team.
* Guest Liaison and entertaining V.I.P.’s. Seeking new Business Opportunities via Networking and Promotional Events. Arrange food tasting. Arrange Golf days. Guided Tours of the Hotel & Site Inspection. Compiling Quotations & doing follow up calls.
* Selling all Hotel facilities, following up and closing business deals.
* Practice the correct departmental integration for a Successful Event.
* Compiling Weekly Function Sheets & Conducting the Function Sheet Meetings.
* Compiling Daily Incident Reports & A Weekly Overall Report. Compiling Monthly Income Revenue Reports.
* Supervise and Monitor Events and Promotions. Invoicing of Final Accounts. Ensuring that all payments and any outstanding payments have been received.

Reason for Leaving: Career growth

**PROFESSIONAL EXPERIENCE**

2004 – 2006

Riviera on Vaal Hotel

**Events Coordinator**

* Arranging and managing scheduled events at the hotel.
* Organise golf days and spa days.
* Wedding Planning, Formal, themed, and informal parties, boat cruises according to client requirements and budget.
* Organise wine tasting events, jazz events, conference, and training events.
* Compiling Quotations & doing follow up calls.
* Selling all Hotel facilities, following up and closing business deals.
* Compiling Weekly Function Sheets & Conducting the Function Sheet Meetings.
* Compiling Daily Incident Reports & A Weekly Overall Report. Compiling Monthly Income Revenue Reports.
* Supervise and Monitor Events and Promotions. Invoicing of Final Accounts. Ensuring that customers have made payments prior the events and post the event, for any outstanding balances.

Reason for Leaving: Career opportunity

**PROFESSIONAL EXPERIENCE (In Service Training)**

2003 – 2004

Emerald Casino Resort

**Public Relations Officer**

Responsibilities

* Handling and distribution of Internal Communication, promotions, branding, employee awards
* Working with other organisation to sponsors or co-sponsor some events
* Co-ordinating Casino promotions and providing information to customer
* Handling enquiries from customer, internal customers, and employees
* Assisting with site inspections
* Assisting media visits and lunches
* Working with Local newspapers to ensure that the casino receives the exposure, and the adverts are placed and printed as per the agreement. Check for any errors on print media and addressing those with the relevant stakeholders.
* Organising special events i.e., women’s day, World Aids Day campaigns, charity campaigns, etc.

Reason for Leaving: Career opportunity

**TECHNICAL PROFICIENCY**

* ***Supervisory / Management Skills:***Knowledge of crisis resolution techniques, decision-making and managing change | Ability to lead and direct effectively | Knowledge of business practices and procedures | Mentoring and managing Interns within the unit.
* ***Business Analysis:***Agile Methodology | BABOK Methodology | Ability to manage and oversee projects | Knowledge of planning, managing, monitoring, and coordinating project activities | Knowledge of Initiation, planning, executing, and reporting project activities | Configuration Management*.*
* ***Team Player:***Ability to work in a team to successfully complete projects.
* ***Coordinator:***Considerable knowledge of supervisory principles and practices | Ability to delegate authority to junior staff necessary to complete responsibilities in various functions.
* ***General Skills:***Good organizational, time management, and prioritisation skills | A good work ethic | Innovative and forward thinking with an eye towards continually improving office efficiency | Ability to think creatively, work under pressure, and attention to details | Self-confident and smart risk taker | Good leadership skills | Knowledge of general human resource and financial administration | Knowledge of customer relationship management | Knowledge of research and report writing | Relationship building | Strong communication skill.
* ***Communicator:***Ability to express ideas and information clearly and concisely both oral and in writing.
* **Computer Literacy & System Applications:**Working knowledge of iServer, Bizagi, Aris Tool, Microsoft office (Visio, Word, Excel, Access, PowerPoint, and Outlook) Confident in the application of the Internet for research purpose and a proficient user of email. Experience in using SAP modules: CRM Web Client, Occupations Health Management System, and Finance Module | Dashboard designs for management reporting purposes | Business Finance System - Current application that provide user support for andhandle change requests to enhance system efficiency and process workflow.

**Projects worked on**

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| --- | --- | --- |
| **Year** | **Projects worked on** | **status** |
| 2021 | Cross Border Remittance | In progress |
| 2021 | MegaU (re-engineering) | In progress |
| 2021 | Home Loans Concessions | Completed |
| 2021 | Conditional Pricing | Completed |
| 2020-2021 | In Duplum Business Rules | Completed |
| 2020 | End to End Customer on-boarding | Completed |
| 2019 | Unathorised Debit Orders | Completed |
| 2019 | Transactional Banking Critical Process Assessment (end to end Annual Pricing Review) | Completed |
| 2019 | Customer Complaints | Completed |
| 2019 | Credit Card Acquiring Process re-engineering | Completed |
| 2018-2019 | Reversals & Refunds Automation | Completed |
| 2018 | Automated Overdraft Fees Recovery | Completed |
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