# curriculum vitae

**Introducing**

## Personal details

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| **Full names:** | Lebogang Rachel Moakamedi |
| **Position applied for:** | Business Analyst |
| **Nationality:** | South African |
| **ID number:** | 8404280562089 |
| **EE Profile:** |  |
| **Languages:** | English |
| **Area of residence:** |  |
| **Date of birth:** | 28 April 1984 |
| **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:** |
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**Company Name:** Department of Health and Social Development

**Duration:** 2006 to 2009

**Role:** Business Analyst

**Reason for leaving:** Career growth

**Responsibilities**

* Facilitate requirements workshop, maintain group focus and leads discussion toward stated goals
* Define business objectives, processes and requirements
* Support business with regard to business process mapping and re-engineering using Ms Visio, Case wise and Business Process Modelling Notation.
* Perform process mapping and design as well as integration analysis, data analysis, and reporting analysis
* Identifying, investigating and analysing problems faced by business and product owners
* Accountable for soliciting requirements and solution design through conducting requirements session JAD, interviews reviewing (extracting info) in existing documentation
* Understand business needs, assessing the business impact of change and capturing requirements into Business Requirements Specification
* Build, sustain and leverage relationships with persons within and outside area of immediate responsibility when gathering, validating and approving requirements
* Modelling the data requirements to support solution on a functional level
* Assist with conducting User Acceptance Testing
* Conduct user training when required
* Conduct post implementation support to business

**Company Name:** Department of Home Affairs

**Duration:** 2010 (Jan to October)

**Role:** SeniorBusiness Analyst

**Reason for leaving**: Contract expired

**Responsibilities:**

* Identifies functional gaps for meeting both current and future client business requirements
* Assess existing systems against future requirements to determine if future business requirements can be met.
* Investigate, analyse and document business functions and processes
* Defining business process mapping and re-engineering documentations to ensure alignment with the requirements gathered
* Responsible for analysing and documentation of all business area in terms of business functions and processes
* Identify business needs and determine timely and effective solutions
* Act as a mediator between business and IT development teams
* Facilitate effective system testing and approval including the management of release notes and effective communication with stakeholders on changes and/ or improvements
* Ensuring continuous improvement of existing products systems and processes
* Conduct feasibilities studies and business case development
* Identify issues, bugs and bottlenecks and devise solutions to these problems
* Assist with testing during User Acceptance Testing
* Provide input regarding user training

**Company Name:** Transnet

**Duration:** (April 2010 to December 2010)

**Role:** Project Coordinator

**Reason for leaving:** Contract expired

**Responsibilities**

* Experience with CRM
* Manage client and user expectations
* Contribute to a culture of transformation by participating in company culture building initiatives
* Stay abreast of developments in field of expertise, ensuring personal and professional growth
* Interact effectively with all levels of staff, stakeholders demonstrating interpersonal and diplomatic skills
* Manage multiple tasks and re-prioritize work in response to urgent requests
* Proactive and resourceful in supporting of team / project managers / program managers / clients in preparation of scheduled activities
* Coordinate meetings, materials, presentations, and minutes, arrange schedule and maintain calendar of appointments, travel itineraries and other special events
* Write up the minutes of important meetings and distribute them to personnel working on the project and key stakeholders
* Financial organisation planning collecting and structuring data, prepare spreadsheets and reports
* Monitor project requests and expenditure as directed by the project manager
* Establishing and maintaining the project documentation library
* Preparing invoicing on completed service items
* Continuous liaising with project manager to ensure accurate documentation and financial reconciliation
* Supporting project manager in project documentation and client engagement
* Call centre support escalation for various projects

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**Company Name:** Financial Intelligence Centre

**Duration:** December 2011 to November 2016

**Role:** SeniorBusiness Analyst

**Reason for leaving:** Career Growth

**Responsibilities:**

* Investigate and keeps abreast of in-house systems, technology, infrastructure and operational procedures
* Maintains a high level of knowledge about client’s business and related application requirements
* Analyses the changes necessary to ensure that current and future business requirements can be met
* Identify opportunities to improve or enhance business processes using BPMN
* Identify and analyse loopholes, deficiencies in operational processes and propose a way forward to effectively deal with them
* Creates accurate business documents and functional specifications according to agreed standards
* Investigate and propose process optimization opportunities in the context of best practice and improved operational efficiency
* Develop and maintain productive working relationships with peers and organisational role players to achieve optimal cross process integration
* Coordinate project deliveries by participating in design reviews and walkthroughs
* Defining user acceptance criteria and business readiness plan
* Conducts effective application training when required to do so.
* Assist business with user during user acceptance testing
* Support the implementation new processes, policies and systems

Projects worked on:

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| Project Name | Description |
| 1. GoAML Project (Web & Client registration system) | The project was to implement a solution that will enable the banks to access the Web and register online in order for them to submit the compliance reports to the FIC to combat money laundering.  The capability also allows FIC to access the reports submitted by the institutions, analyse the reports and communicate the outcome to the institutions |
| 1. GoCASE Project (Case Management) | The project was to implement a case management solution that will allow the Compliance and Prevention department to register a case for the institutions, capture inspection details and generate the inspection report and submit it to the institutions.  The FIC also access the inspection details, analyze them and generate a report, disseminate the report to the institutions.  The solutions also allows communication capability between the FIC and institutions with regards to the inspection details. |
| 1. HR Premier (Sage VIP) | The project was to implement an HR Solution that will capture employee details from the date they join the organization until when they leave the organization. |
| 1. Intranet and internet solutions | The project was to implement a solution that will enhance intranet and internet functionality for the organization so that the employees can access and upload information on the intranet. |
| 1. Business Process Reengineering | The project was to define, map, review and sign off all the business processes for the whole organization to ensure efficiency and improvement on the processes. |

**Company Name: E**xtreme Intelligence Systems

**Duration:** June 2017 to December 2019

**Role:** Senior Business Analyst

**Reason for leaving:** Contract expired

**Responsibilities:**

* Determine operational objectives by studying business functions; gathering information; evaluating output requirements and formats
* Construct workflow charts and diagrams; studying system capabilities; writing specifications
* Improve systems by studying current practices; designing modifications
* Recommend controls by identifying problems; writing improved procedures
* Monitor project progress by tracking activity; resolving problems; publishing progress reports; recommending actions
* Investigate and perform business analysis , determine business system requirements and identify alternatives
* Set up and facilitate workshops with stakeholders to gather, elicit and identify business and system requirements
* Translate business requirements to a level of detail appropriate for implementation using user journeys, user stories with acceptance criteria
* Use process diagrams, data models and mock-ups to create a shared understanding of the requirements
* Participate and provide input into the design, functional and non-functional discussions with the technical designers.
* Investigate, identify and document business incidents to perform trend analysis to address process or system constraints
* Assist and sign off the test cases for functional and non-functional, integration and testing activities.

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| Project Name | Description |
| 1. Prison Information Management System (for Botswana Prison Information System and Gauteng Department of Correctional Services) | The project was to implement a Prison Information Management Systems for the Botswana Prison Information Management Systems and Gauteng Department of Correctional Services that will capture the Prisoner’s details from when they are admitted in the Prison until when they are discharged from the prison.  The solution also enables the Officer In Charge to capture the prisoner’s details in prison on a daily basis. |

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**Company Name: SITA (Centurion)**

**Duration:** November 2020 to October 2021

**Role:** Senior Business Analyst

**Responsibilities:**

* Evaluating business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions.
* Work with domain stakeholders to determine priorities and effective solutions to meet business requirements.
* Performing requirements analysis.
* Documenting and communicating the results of your efforts.
* Conducting meetings and presentations to share ideas and findings.
* Design usable, practical, and scalable solutions to meet business needs
* Leading and conducting workshop sessions with developers, business users, or testers
* Document system solutions (e.g. process flows, requirements, and functional specifications)
* Support team members in achieving delivery objectives
* Monitoring deliverables and ensuring timely completion of projects.
* Identifying and implementing opportunities to improve service quality, accuracy, compliance and productivity.
* Review the requirement for each standard.
* Develop the standards, have them reviewed and signed off.
* Understanding of the technical aspects of the SDLC
* Participating in Operational Meetings and reporting.
* Developing end user business documentation for software enhancements, modifications and interfaces
* To analyse and understand project scope and core objectives linked to the product roadmap
* Assist in requirements gathering workshops with stakeholders to define high level business requirements
* Working closely with Product Manager to define business requirements for functional
* To assist with testing the system to ensure requirements coverage

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| Project Name | Description |
| 1. E-Recruitment Project | The project is about implementing the e-Recruitment system to ensure improvement in recruitment.  The tasks that I have performed includes the following:   1. Allow the citizen to track and trace their applications; 2. Optimize the screening functionality; 3. Generate shortlist of candidates; 4. Establish and set-up selection panel; 5. Conduct evaluations and verifications on short-listed candidate/s; 6. Facilitate and arrange for evaluations and verifications on shortlisted candidate/s; 7. Issue interview and/or competency testing invitations to participants; 8. Conduct interviews and selection exercises/other methods; 9. Conduct /competency assessment (where applicable); 10. Selection panel analyses information and makes a recommendation; 11. Relevant Authority/Structure receives selection panel recommendation for approval; 12. Capture results of evaluations/assessments/vetting/interviews/selection boards; 13. Prepare and issue job offer/rejection letters; 14. Candidate/s accepts/rejects job offer; 15. Regret notification; 16. Monitor turn-around times and identifying bottlenecks earlier; 17. Create a Business Intelligence capability to generate management reports; 18. External integration for verification purposes; 19. Candidate (Applicant) Acceptance process with relevant advertised position details; 20. Online chat for official and citizen use; 21. Enable USSD capability for applicants to be able to track their applications via Premium SMS (future capability); 22. Generate a management report/stream record to HR Solution {PERSAL / PERSOL / ORACLE EBS} out; 23. Allow for online access by relevant external parties such as SAQA and SASSA to provide information required as part of the recruitment process such as security clearance, competency tests, validation of qualifications, etc.; and 24. After Hire (HR Solution) employee number to be captured on e-Recruitment. Enable cross referencing. |

## Qualifications

| **Qualification** | **Institution** | **Date** |
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| Honours Degree (BCOM) | UNISA | 2016 |
| BCOM Economics | University of Pretoria | 2005 |
| Certificate Programme in Business Analysis | Faculty Training Institute (FTI) (BABOK) | 2019 |
| Certificate in Business Analysis | DESTO | 2005 |

| **Certificate/Training** |
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## Career summary

| **Company** | **Position** | **Start date** | **End date** |
| --- | --- | --- | --- |
| Department of Health and Social Development | Business Analyst | 2006 | 2009 |
| Department of Home Affairs | SeniorBusiness Analyst | Jan 2010 | Oct 2010 |
| Transnet | Project Coordinator | Apr 2010 | Dec 2010 |
| Financial Intelligence Centre | SeniorBusiness Analyst | 2011 | 2016 |
| **E**xtreme Intelligence Systems | Senior Business Analyst | June 2017 | Dec 2019 |
| **SITA (Centurion)** | Senior Business Analyst | Nov 2020 | Oct 2021 |
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## Skills summary

| **Skill name** | **Skill level** | **Years** |
| --- | --- | --- |
| Analytical skills |  | 10 years |
| Project Management |  | 10 years |
| Good teamwork and communications (Verbal and Written) |  | 10 years |
| Documentation skills |  | 10 years |
| Presentation skills |  | 10 years |
| Problem solving skills |  | 10 years |
| Prioritisation skills |  | 10 years |
| Critical skills |  | 10 years |
| Creative skills |  | 10 years |
| Multitasking skills |  | 10 years |

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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** | Department of Health and Social Development | | |
| **Job title** | | **Start date** | **End date** |
| Business Analyst | | 2006 | 2009 |
| **Summary** | | | |
| * Facilitate requirements workshop, maintain group focus and leads discussion toward stated goals * Define business objectives, processes and requirements * Support business with regard to business process mapping and re-engineering using Ms Visio, Case wise and Business Process Modelling Notation. * Perform process mapping and design as well as integration analysis, data analysis, and reporting analysis * Identifying, investigating and analysing problems faced by business and product owners * Accountable for soliciting requirements and solution design through conducting requirements session JAD, interviews reviewing (extracting info) in existing documentation * Understand business needs, assessing the business impact of change and capturing requirements into Business Requirements Specification * Build, sustain and leverage relationships with persons within and outside area of immediate responsibility when gathering, validating and approving requirements * Modelling the data requirements to support solution on a functional level * Assist with conducting User Acceptance Testing * Conduct user training when required * Conduct post implementation support to business | | | |
| **Reason for leaving** | Career growth | | |

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| --- | --- | --- | --- |
| **Company name** | Department of Home Affairs | | |
| **Job title** | | **Start date** | **End date** |
| SeniorBusiness Analyst | | Jan 2010 | Oct 2010 |
| **Summary** | | | |
| * Identifies functional gaps for meeting both current and future client business requirements * Assess existing systems against future requirements to determine if future business requirements can be met. * Investigate, analyse and document business functions and processes * Defining business process mapping and re-engineering documentations to ensure alignment with the requirements gathered * Responsible for analysing and documentation of all business area in terms of business functions and processes * Identify business needs and determine timely and effective solutions * Act as a mediator between business and IT development teams * Facilitate effective system testing and approval including the management of release notes and effective communication with stakeholders on changes and/ or improvements * Ensuring continuous improvement of existing products systems and processes * Conduct feasibilities studies and business case development * Identify issues, bugs and bottlenecks and devise solutions to these problems * Assist with testing during User Acceptance Testing * Provide input regarding user training | | | |
| **Reason for leaving** | Contract expired | | |

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| --- | --- | --- | --- |
| **Company name** | Transnet | | |
| **Job title** | | **Start date** | **End date** |
| Project Coordinator | | Apr 2010 | Dec 2010 |
| **Summary** | | | |
| * Experience with CRM * Manage client and user expectations * Contribute to a culture of transformation by participating in company culture building initiatives * Stay abreast of developments in field of expertise, ensuring personal and professional growth * Interact effectively with all levels of staff, stakeholders demonstrating interpersonal and diplomatic skills * Manage multiple tasks and re-prioritize work in response to urgent requests * Proactive and resourceful in supporting of team / project managers / program managers / clients in preparation of scheduled activities * Coordinate meetings, materials, presentations, and minutes, arrange schedule and maintain calendar of appointments, travel itineraries and other special events * Write up the minutes of important meetings and distribute them to personnel working on the project and key stakeholders * Financial organisation planning collecting and structuring data, prepare spreadsheets and reports * Monitor project requests and expenditure as directed by the project manager * Establishing and maintaining the project documentation library * Preparing invoicing on completed service items * Continuous liaising with project manager to ensure accurate documentation and financial reconciliation * Supporting project manager in project documentation and client engagement * Call centre support escalation for various projects | | | |
| **Reason for leaving** | Contract expired | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Company name** | Financial Intelligence Centre | | |
| **Job title** | | **Start date** | **End date** |
| SeniorBusiness Analyst | | Dec 2011 | Nov 2016 |
| **Summary** | | | |
| * Investigate and keeps abreast of in-house systems, technology, infrastructure and operational procedures * Maintains a high level of knowledge about client’s business and related application requirements * Analyses the changes necessary to ensure that current and future business requirements can be met * Identify opportunities to improve or enhance business processes using BPMN * Identify and analyse loopholes, deficiencies in operational processes and propose a way forward to effectively deal with them * Creates accurate business documents and functional specifications according to agreed standards * Investigate and propose process optimization opportunities in the context of best practice and improved operational efficiency * Develop and maintain productive working relationships with peers and organisational role players to achieve optimal cross process integration * Coordinate project deliveries by participating in design reviews and walkthroughs * Defining user acceptance criteria and business readiness plan * Conducts effective application training when required to do so. * Assist business with user during user acceptance testing * Support the implementation new processes, policies and systems   Projects worked on:   |  |  | | --- | --- | | Project Name | Description | | 1. GoAML Project (Web & Client registration system) | The project was to implement a solution that will enable the banks to access the Web and register online in order for them to submit the compliance reports to the FIC to combat money laundering.  The capability also allows FIC to access the reports submitted by the institutions, analyse the reports and communicate the outcome to the institutions | | 1. GoCASE Poject (Case Management) | The project was to implement a case management solution that will allow the Compliance and Prevention department to register a case for the institutions, capture inspection details and generate the inspection report and submit it to the institutions.  The FIC also access the inspection details, analyse them and generate a report, disseminate the report to the institutions.  The solutions also allows communication capability between the FIC and institutions with regards to the inspection details. | | 1. HR Premier (Sage VIP) | The project was to implement an HR Solution that will capture employee details from the date they join the organization until when they leave the organisation. | | 1. Intranet and internet solutions | The project was to implement a solution that will enhance intranet and internet functionality for the organization so that the employees can access and upload information on the intranet. | | 1. Business Process Reengineering | The project was to define, map, review and sign off all the business processes for the whole organization to ensure efficiency and improvement on the processes. | | | | |
| **Reason for leaving** | Career growth | | |

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| --- | --- | --- | --- |
| **Company name** | Extreme Intelligence Systems | | |
| **Job title** | | **Start date** | **End date** |
| Senior Business Analyst | | June 2017 | Dec 2019 |
| **Summary** | | | |
| * Determine operational objectives by studying business functions; gathering information; evaluating output requirements and formats * Construct workflow charts and diagrams; studying system capabilities; writing specifications * Improve systems by studying current practices; designing modifications * Recommend controls by identifying problems; writing improved procedures * Monitor project progress by tracking activity; resolving problems; publishing progress reports; recommending actions * Investigate and perform business analysis , determine business system requirements and identify alternatives * Set up and facilitate workshops with stakeholders to gather, elicit and identify business and system requirements * Translate business requirements to a level of detail appropriate for implementation using user journeys, user stories with acceptance criteria * Use process diagrams, data models and mock-ups to create a shared understanding of the requirements * Participate and provide input into the design, functional and non-functional discussions with the technical designers. * Investigate, identify and document business incidents to perform trend analysis to address process or system constraints * Assist and sign off the test cases for functional and non-functional, integration and testing activities.  |  |  | | --- | --- | | Project Name | Description | | 1. Prison Information Management System (for Botswana Prison Information System and Gauteng Department of Correctional Services) | The project was to implement a Prison Information Management Systems for the Botswana Prison Information Management Systems and Gauteng Department of Correctional Services that will capture the Prisoner’s details from when they are admitted in the Prison until when they are discharged from the prison.  The solution also enables the Officer In Charge to capture the prisoner’s details in prison on a daily basis. | | | | |
| **Reason for leaving** | Contract expired | | |

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| --- | --- | --- | --- |
| **Company name** | SITA (Centurion) | | |
| **Job title** | | **Start date** | **End date** |
| Senior Business Analyst | | Nov 2020 | Oct 2021 |
| **Summary** | | | |
| * Evaluating business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions. * Work with domain stakeholders to determine priorities and effective solutions to meet business requirements. * Performing requirements analysis. * Documenting and communicating the results of your efforts. * Conducting meetings and presentations to share ideas and findings. * Design usable, practical, and scalable solutions to meet business needs * Leading and conducting workshop sessions with developers, business users, or testers * Document system solutions (e.g. process flows, requirements, and functional specifications) * Support team members in achieving delivery objectives * Monitoring deliverables and ensuring timely completion of projects. * Identifying and implementing opportunities to improve service quality, accuracy, compliance and productivity. * Review the requirement for each standard. * Develop the standards, have them reviewed and signed off. * Understanding of the technical aspects of the SDLC * Participating in Operational Meetings and reporting. * Developing end user business documentation for software enhancements, modifications and interfaces * To analyse and understand project scope and core objectives linked to the product roadmap * Assist in requirements gathering workshops with stakeholders to define high level business requirements * Working closely with Product Manager to define business requirements for functional * To assist with testing the system to ensure requirements coverage  |  |  | | --- | --- | | Project Name | Description | | 1. E-Recruitment Project | The project is about implementing the e-Recruitment system to ensure improvement in recruitment.  The tasks that I have performed includes the following:   1. Allow the citizen to track and trace their applications; 2. Optimize the screening functionality; 3. Generate shortlist of candidates; 4. Establish and set-up selection panel; 5. Conduct evaluations and verifications on short-listed candidate/s; 6. Facilitate and arrange for evaluations and verifications on shortlisted candidate/s; 7. Issue interview and/or competency testing invitations to participants; 8. Conduct interviews and selection exercises/other methods; 9. Conduct /competency assessment (where applicable); 10. Selection panel analyses information and makes a recommendation; 11. Relevant Authority/Structure receives selection panel recommendation for approval; 12. Capture results of evaluations/assessments/vetting/interviews/selection boards; 13. Prepare and issue job offer/rejection letters; 14. Candidate/s accepts/rejects job offer; 15. Regret notification; 16. Monitor turn-around times and identifying bottlenecks earlier; 17. Create a Business Intelligence capability to generate management reports; 18. External integration for verification purposes; 19. Candidate (Applicant) Acceptance process with relevant advertised position details; 20. Online chat for official and citizen use; 21. Enable USSD capability for applicants to be able to track their applications via Premium SMS (future capability); 22. Generate a management report/stream record to HR Solution {PERSAL / PERSOL / ORACLE EBS} out; 23. Allow for online access by relevant external parties such as SAQA and SASSA to provide information required as part of the recruitment process such as security clearance, competency tests, validation of qualifications, etc.; and 24. After Hire (HR Solution) employee number to be captured on e-Recruitment. Enable cross referencing. | | | | |
| **Reason for leaving** | Contract expired | | |