**Tselahale William Makgato**

**Business Process Engineering**

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| **INTRODUCTION** |

I am an experienced Business Analyst and Business Process Engineer with over 11 years in various business domains in two of South Africa’s big Banks. Always ready to contribute for development of the team/organisation. Eager to gain more knowledge and experience. Self driven down to earth individual with a serious concern about how lower level business processes align with or support overall annual strategic objectives within organisations. A concern that can possibly enlist the involvement of trustworthy technological advances where necessary. I have experience in different domains such as Information Technology (IT), VAF (Vehicle and Asset Finance), Home Loans, Guarantees By Bank (GBB), Cash Management, Debtors Finance, Regulator Compliance and Payments and etc.

As a Process Engineer 2(II), I was involved in building solutions (Solution Architecting) to given problems, with a given set of resources, in a given amount of time and have had time to upskill myself in preparation for a Process Engineer 3 (III) role. With my excellent collaborative skills, organizational abilities, attention to detail, and drive to work, I believe I would be able to generate great value for your Organization as I also have a passion for microservices, Structured Query Language (SQL and MySQL) and data visualization (Power BI and etc.).

I enjoy speaking to customers to improve their experiences, organizing teams of varying personalities and have demonstrated these skills in the past. With these qualities, combined with my constant drive to perform my best work, I believe that would be the ideal candidate for helping any Business thrive.

With over 10 years of management experience as a Process Engineer, my skills in managing teams of all disciplines and personalities from a process quality perspective have been well-demonstrated. I frequently resolved miscommunications between co-workers and teams, which were slowing team and/or project progress down.

I would also like to manage and control various types of data and be given an opportunity to develop and use SQL/MySQL technologies or other database management systems as I hold a Degree in Computer Science and Information Technology specializing in Software Engineering (Software Engineering Stream) from the University of South Africa

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| * To Develop data extracts to satisfy business needs of different varieties   • Develop reporting solutions; and by coding/writing SQL/MySQL stored procedures, functions, triggers for a better cause for the organisation  • Develop, implement, and maintain change control and testing processes for updates to databases  • I would like to manage and control with tenacity my projects  • Perform Ad Hoc Reporting/Extracts using SQL/MySQL and other relevant statistical tools  • Manage SQL/MySQL Design architecture in simple and complex model environments  • Design SQL/MySQL queries for ad hoc reporting to impress management  • I would like to continuously improve important process and identify opportunities, suggest and implement valuable solutions  • Optimize SQL/MySQL queries to improve performance to benefit the organisation I am involved in  • I would like to execute Unit Testing of my own code  • And ensure reporting, compliance and data quality processes are in place within my projects  • Extract or collect required data for the required data analysis  • Verify all my results against given specifications  • I am passionate about Design (of Software) and Software Development in general |

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| **PERSONAL INFORMATION** | |
| **FULL NAME** | Tselahale William Makgato |
| **EQUITY / GENDER** | African, Male |
| **GEOGRAPHICS** | Johannesburg, South |
| **DATE OF BIRTH** | 06 July 1984 |

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| **QUALITIES AND CAPABILITIES MATRIX** | | |
| **Capability / Quality** | **Definition** | **Key Actions** |
| Analyst | Draws conclusions and makes recommendations based on qualitative or quantitative data. | • Quickly absorb new information and apply it when analyzing data for decision making? • Gather information to better understand issues, problems, and opportunities? • Analyze information from a variety of sources to detect trends, associations, and cause-effect relationships? • Recommend the most effective course of action after evaluating options against decision criteria? |
| Process Innovator | Creates, develops, and implements improved work processes. | • Identify opportunities and initiate action to improve systems and processes?  • Identify problems or opportunities, consider multiple approaches, and commit to the best solution when developing new work processes? • Use interpersonal skills and influence strategies to gain others’ commitment to new work processes? • Generate innovative solutions or combine ideas in unique ways to create new processes? • Establish plans based on prioritized tasks, available resources, work schedules, and project milestones? |
| Customer Service Provider | Provides service directly to internal or external customers. | • Quickly absorb new information and apply it when providing services to customers? • Clarify the nature of customer needs and then attempt to meet or exceed customer expectations? • Handle upset customers by hearing them out, empathizing, apologizing, and taking responsibility for resolving the issues? • Clearly communicate instructions and information to customers? • Manage one’s time and resources to ensure that work is completed efficiently and on schedule? |
| Resilient Contributor | Adapts to change; manages stress; and persists toward goals despite obstacles. | • Approach change positively and adjust  quickly when faced with changes in work responsibilities, processes, or environment? • Manage one’s time and resources to ensure that work is completed efficiently and on schedule despite distractions or other obstacles? • Handle stress appropriately and maintain effective performance when facing pressure or opposition |
| Continuous Learner | Seeks diverse learning opportunities and perspectives; quickly applies new knowledge and skill; uses work challenges as opportunities to try new learning and innovative solutions. | • Approach change positively and adapt quickly to new work situations? • Seek learning opportunities and take risks to enhance knowledge and skills? • Create innovative solutions or combine ideas in unique ways to address work problems and opportunities? |

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| **QUALIFICATIONS** | |
| **DEGREE / DIPLOMA / MATRIC:** | **INSTITUTION/S & YEAR COMPLETED** |
| National Certificate: Business Consulting Practice | Deliotte Graduate Academy, 2013 |
| Bachelor of Science (B.Sc.) Computer Science and Information Technology (Software Engineering Stream) | Unisa (University of South Africa), 2009 |
| National Certificate in Datametrics (Computer Science and Information Systems) | Unisa (University of South Africa), 2006 |
| International Computer Driving License (ICDL) | Unisa (University of South Africa), 2002 |
| Software Development / Programming  Activities and societies: Java, SQL, Linux, Mainframe, COBOL | Wipro (Bangalore (India)), 2011 |
| Matric National | Nkobo High School, 2001 |
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| **CURRENTLY STUDYING** | |
| **DEGREE / DIPLOMA / MATRIC:** | **INSTITUTION/S & YEAR COMPLETED** |
| Business Intelligence Architect Master’s Course  This Qualification Includes Power BI TrainingTableau TrainingInformatica TrainingMicrosoft SQL Certification TrainingMicrosoft Business Intelligence (MSBI)Azure Data Factory Training for DP 203Data Warehousing Training using ERwin ToolQlik Sense TrainingMicrosoft SQL Server DBA Course | Intellipaat (Training Provider Based in India) and Microsoft, 2022 - 2023 |

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| **COMPLETED CERTIFICATES AND OTHER COURSES:** |

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| * Transitioning from Waterfall to Agile Project Management, LinkedIn Learning, Nov 2021 * Six Sigma: Green Belt, PMI® Registered Education Provider, Nov 2021 * Learning Minitab, LinkedIn Learning, May 2021 * Six Sigma: Black Belt, PMI® Registered Education Provider, March 2022 * CompTIA Server+, LinkedIn Learning, Nov 2021 * UiPath: Robotic Process Automation (RPA), LinkedIn Learning, Jun 2020 * Introducing Blue Prism (RPA), LinkedIn Learning, Apr 2020 * 5S Workplace Productivity, LinkedIn Learning ,Feb 2022 * Data Engineering Foundations, LinkedIn Learning, Dec 2021 * Transitioning from Waterfall to Agile Project Management, LinkedIn Learning, Nov 2021 * RPA: Automation Anywhere, LinkedIn Learning, Nov 2021 * Python 2d Lists: A Project-based Approach, LinkedIn Learning, Nov 2021 * Excel for Accountants, LinkedIn Learning, Nov 2021 * Learning Python, LinkedIn Learning, Dec 2021 |

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| **CAREER CHRONOLOGY** | | |
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| **COMPANY / EMPLOYER** | **PERIOD:** | **POSITION:** |
| Johannesburg South Transportation (JST) | Dec 2021 – Present (Current) | Transportation / Asset Manager |
| Nedbank | Apr 2015 – Dec 2021 | Process Engineer 1 and 2 |
| Standard Bank | Jan 2010 – Mar 2015 | Process Engineer |
| Department of Health and Social Development | Jan 2009 – Dec 2009 | IT Business Analyst |
| Unisa (University of South Africa) | Jan2008 – Dec 2008 | Lab Assistant |

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| **EMPLOYMENT DETAILS** |

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| **COMPANY:**  Self Employed (Johannesburg South Transportation (JST)) |
| **DATE:** Dec 2021 – Present (Current)  **TITLE:**  Asset / Transportation Manager  **REASON FOR LEAVING:** Still here |
| **RESPONSIBILITIES**  • Manage transportation of goods (including dangerous) /clients /passengers from point A to point B  • Manage vehicle maintenances and periodic services  • Coordinate the fixing of vehicle mechanical issues  • Ensure vehicle papers/documents are valid and up to date  • Ensure vehicle road worthiness  • Manage and maintain a list of customers/ passengers and their associated respective routes  • Manage the marketing of Transportation Services to new clients/ passengers  • Manage and maintain good relations with current customers/ passengers  • Vehicle fuel management (costs)  • Manage the collection of transportation fares/fees from customers/ passengers (incl. credits)   * + **Skills:** Leadership · People Management · Quality Control · Successful Business Owner |

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| **COMPANY:**  Nedbank  **DATE:** Apr 2015 – Dec 2021  **TITLE:** Process Engineer 2  **REASON FOR LEAVING:** To become an Entrepreneur |
| **RESPONSIBILITIES**   * Proactively plan process deliverables based on relevant project delivery method * Design and execute process improvement initiatives, taking responsibility for individual delivery in terms of quality, scope and time. * Independently participate in As Is and To Be discovery, analysis and design using relevant analysis techniques * Assist in business value & ROI assessment * Assist in the implementation of performance measurements * Understanding of process and workflow streamlining, problem resolution, change management, rules capture and rules coding * Contribute to value chain analysis (cross functional process mapping) and linking business strategy to process architecture * Understand process improvement & Enterprise Architecture frameworks * Understand process measurements focusing on what metrics to capture and where how to capture them in the process * Understand when and how to use simulation to measure performance improvement * Understand and apply industry and company change management policies and practices to process initiatives * Understand and utilise facilitation capabilities to plan and manage the stakeholder transformation * Collaborate and coordinate with internal and external stakeholders, including other Nedbank clusters * Identify training needs for business operation changes and obtain and schedule training and competency testing * Develop communication plans that will facilitate the planned changes * Providing progress reports to relevant stakeholders * Ability to use BPM related tools including project planning and tracking * Understand how BPMS and RPA tools are used * Understand big data concepts and how it will be used for research, customer experience management, and information mining   More   * Meet with Production Managers to assess existing processes * Create process ideas to reduce costs and improve production rates * Design and test process upgrades and new systems * Ensure operations comply with safety and quality standards * Perform process simulations and troubleshoot issues * Develop routines and best practices to ensure product quality * Develop standardized operating instructions for processes |

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| **COMPANY:** Standard Bank  **DATE:**  Jan 2010 – Mar 2015  **TITLE:**  Process Engineer  **REASON FOR LEAVING:** To grow and broaden my professional experience |
| **RESPONSIBILITIES**   * Apply 6 Sigma DMAIC methodology * Continually explores process changes to maximize throughput, improve product quality and/or reduce operating costs * Analyse problems within existing systems utilizing analytical abilities and implementing recommendations for improvement * Assist production with troubleshooting quality and operational problems. * Monitors pertinent quality and operating data * Lead all process engineering aspects of capital projects, from front-end conceptual design through successful operation, including start-up, operations training, and post start-up optimization working in conjunction with the Engineering Manager * Responsible to be an active member in Lean Six Sigma projects. This includes holding multiple roles within projects * Optimization of processes * Responsible for executing projects in a safe manner and observing all pertinent laws, codes and policies * Assist in the development and implementation of department goals and objectives * Performs other duties as assigned * Apply **6** Sigma DMAIC (Define->Measure->Analyse->Improve->and->Control) methodology |

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| **COMPANY:**  Department of Health and Social Development  **DATE:**  Jan 2009 - Dec 2009  **TITLE:**  IT Business Analyst  **REASON FOR LEAVING:** Contract Ended |
| **RESPONSIBILITIES**   * Create requirements and specifications for business solutions * Conduct business analysis and research to identify key metrics and opportunities for improvement * Develop processes and procedures to ensure business solutions meet strategic goals * Ensure business processes are running in accordance with Agile methodologies * Consult with key stakeholders to determine business objectives and success factors * Collaborate with team members to collect, analyse, and evaluate information from multiple sources including * Present findings and recommendations to stakeholders * Write and document business requirements, functional requirements, and design specifications * Work with information technology professionals to develop a solution that meets business requirements * Continuously improve existing business processes and strive to develop new ones to improve efficiency   And more… |

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| **COMPANY:** Unisa (University of South Africa)  **DATE:**  Jan 2008– Dec 2008  **TITLE:**  Computer Lab Assistant  **REASON FOR LEAVING:** Contract Ended |
| **RESPONSIBILITIES**   * Offer general consultations for people who are working or studying in the lab. * Provides instruction to all lab users on proper use of all equipment. * Ensure that computer lab equipment is being cared for properly by users. * Make sure food and beverages are not consumed in close proximity to computers. * Monitor files and programs that are downloaded on to the computers to make sure spyware, malware and other dangerous programs are not downloaded. * Diagnose hardware problems and fixes them or contacts the appropriate engineer to correct the problem. * File all reports required by the employer. * Supply reference materials to help users learn how to use particular programs. * Conduct regular maintenance on the computers in the lab. * Maintain inventory of supplies, places orders and records of maintenance activities. * Perform regular software backups. * Change toner in printers, adds paper and otherwise ensures proper functioning of all printers in the lab. * Set up and shut down the lab according to work hours. * Guide lab users to safety in the event of a fire or other emergency. |

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| **SUMMARY OF OVERALL WORK EXPERIENCE** | |
| **Outcomes** | **Activities** |
| Results Delivery | Responsible for Improving profitability by supporting the Organizational strategy and the IT Strategy through analysis, process and software development  Apply 6 sigma methodology to reduce defects and amplify outputs (DMADV & DMAIC)  Perform root cause analysis for any functional defects  Apply the FMEA tool (Failure Mode and Effect Analysis) |
| Stakeholder Relationship Management | Ensure regular engagement (as needed) with all stakeholders to gain visibility and maintain relationships through networks utilizing social media, attending and presenting at conferences and training interventions  Meet stakeholder needs accurately by following the Process Engineering and Business Analyst process work flow methodologies to maintain quality and consistency of service provided  Manage stakeholder relationships by communicating openly and honestly with regards to project status and keeping overall good relations with all Stakeholders |
| Process Management | Apply 6 sigma methodology to reduce defects and amplify outputs (DMADV & DMAIC)  Perform root cause analysis for any functional defects  Apply the FMEA tool (Failure Mode and Effect Analysis)  Perform ad hoc functional testing (process and/or system) for quality assurance  Ensure correct utilization of process/ solution / system developed by creating user training manuals  Assist business by project co-ordination of deliverables for small initiatives  Proactively or by request identify obstacles to performance relating to process flow and identify opportunities for optimization  Assist users in being effective by utilizing the new solution productively |
| Self Management | Improve personal capability and professional growth relating to field of expertise, in line with Employer objectives by discussing development needs and proposed solutions with management  Keep abreast of changes in legislation or standards by conducting research and utilizing networks  Upskill my team and other professionals by sharing knowledge and research results  Epitomize living the Employer values, displaying professional conduct and adherence to required technical standards |

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| **SKILLS MATRIX – Programming Languages** |
| * Python Programming * Design for 6 Sigma (DMADV) * Power BI * Tableau * SQL and MySQL Server * Databases * Data Warehousing * Business Process Improvement * CSS, XML, Internet Programming * Visio, Aris and Camunda * Robotic Process Automation (UiPath, Blue Prism, Automation Anywhere) * Microservices (gRPC) with Python * 6 Sigma (D-M-A-I-C) * Power BI Dashboards * Tableau Reports and Dashboards * Informatica * Microsoft SQL * Microsoft Business Intelligence (MSBI) * Azure Data Factory * Data Warehousing (with ERwin) * Qlik Sense * Microsoft SQL Server DBA (Database Administration) * Bonitasoft (Business Process Digitization) * Jamovi data analysis * FMEA |