## Cecilia Monageng

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| PERSONAL INFORMATION |

**Date of Birth** 27 November 1987

**Sex** Female

**Race**  Black

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| PROFESSIONAL SUMMARY |

I’m a Business Analyst with over 5 years working experience, most of my experience as an analyst I gained within the financial industry.

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| EDUCATION |

**2013** Pre-foundation level certification (International Academy of Retail Banking)

**2006– 2011** Bachelor’s degree in Applied Mathematics (University of South Africa)

**2005** Matric Certificate (Bokgoni Technical High School)

**SKILLS**

* Process mapping and re-engineering
* MS Visio
* ARIS
* Skore
* MS Word, Excel, PowerPoint, Project
* Business case writing
* Atlassian (JIRA and Confluence)
* Azure DevOps
* Conducting JAD sessions
* SDLC, Waterfall and Agile Scrum methodologies
* Problem solving
* System analysis
* BPMN
* Manual Software Testing

**TRAINING**

* ARIS
* BPMN
* MS Visio
* Skore
* Stakeholder Management
* Facilitation Skills
* Change Management
* Influential Business Communication
* Nedbank New Ways of Work
* Communications skills
* Time management
* Effective meetings skills

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| WORK EXPERIENCE |

1. **Position: Business Analyst at Metrofile- Contract**

**Period: August 2021 – Current**

**Responsibilities:**

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|  |  | * Assist with the development of business cases for initiatives and projects to portray their feasibility * Analyse and optimise end-to-end processes that are signed off by the business, to identifying opportunities to improve business processes by designing and documenting new and existing business processes through the compilation of process maps for existing and new business rules * Identify process improvements * Producing a functional requirements definition document (FRS) as input to the development requirements of projects and initiatives * Producing use cases * Compilation of a report specification document * Requirements elicitation and analysis * Process mapping (As-Is and To-be) * Conducting JAD sessions and workshops * Communicating with various business stakeholders, obtaining their sign-off on project * Provide solutions to new ideas, trends and concepts as well as document requirements for products, processes and systems * Maintain good relationships with business stakeholders (business users, change management resources, developers, testing and training teams) * Escalate issues to stakeholders ensuring that delivery timelines are not compromised by identifying breakdowns in the system or process which impacts the business * Provide test packs which include a test plan, test strategy, test cases and test summary * Conduct various levels of testing including functional, regression, user acceptance testing to assess current business rules, processes and procedures. |

1. **Position: Business Analyst at Nedbank (Unsecured Lending BITE) - Permanent**

**Period: May 2015 – June 2019**

**Responsibilities:**

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|  |  | * Working in both Waterfall and Agile environments * Identify process improvements * Producing user journeys and stories * Requirements elicitation and analysis * Attending all the Agile Scrum ceremonies and facilitating the backlog refinement and sprint planning ceremonies * Support Product Owners and UX/UI designers * Process mapping (As-Is and To-be) * Conducting JAD sessions and workshops * Communicating with various business stakeholders, obtaining their sign-off on projects * Maintain good relationships with business stakeholders (business users, change management resources, developers, testing and training teams) * Reviewing test cases and providing sign-off * Supporting the testing team and assisting with UAT * Designing mock-ups for the first Nedbank Unsecured Lending digital application * Assist with designing training material for Call Centre agents and Branch Consultants |

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|  |  | **Reason for leaving:** Resigned to pursue personal interests |

1. **Position: Business System Specialist at Nedbank (Unsedured Lending) - Permanent**

**Period: January 2014- April 2015**

**Responsibilities:**

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|  |  | * Producing Change Requests (CRs) as input to the development requirements of projects and initiatives. * Supporting system users on change control and system updates * Assist with the designing and documentation of business processes * Analyse and document new and existing end-to-end business processes that are signed off by the business * Provide test cases and scenarios for implemented systems and test projects and system changes in the various environments and assess current business rules, processes and procedures * Conduct functional and regression testing also assisted with UAT testing |
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**Reason for leaving:** Appointed as a Business Analyst

1. **Position: Graduate in the Nedbank Graduate Programme**

**Period : January 2013 – December 2013**

**Responsibilities:**

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|  |  | * Understand different business areas within Nedbank Unsecured Lending and systems used via business processes and engaging with stakeholders and business users * Log and track business changes from requirements sign-off until the change is implemented in production * Assist the Testing team with functional, regression and UAT testing * Understand the different process mapping tools within the department |
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**Reason for leaving:** Appointed as a Business System Specialist

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| REFEREES |

Ms Nerasha Bhawanipersad

Head of Innovations

Nedbank

082 805 8596

Mrs Samantha Cumming

Product Manager

Nedbank

072 225 7912