Zanda Myataza

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| INTRODUCTION  I have over 15 years’ experience in delivering successful projects. I have gained valuable skills in influence senior leaders while focusing on delivering client’s needs. My expertise lies the following areas: enterprise architecture, project management, requirements elicitation and documentation, operational design and process modelling and analysis as well strategic planning.  My experience is backed by a Master’s in Business information Systems; Practitioner Level Agile Project Management Certificate and a Diploma in Business Analysis. |
| CAREER CHRONOLOGY  **ES****3, Head: Business Architecture and Analysis**  July 2019 – current  **Department of Correctional Services, Senior Manager: Business Analyst/Business Architect**  May 2016 – May 2019  **Barclays Africa,** **Senior Business Analyst**  September 2014 – April 2016  **Telkom SA, Business Analyst**  February 2012 – August 2014  **Sechaba Medical Solutions,** **Business Analyst (Management Level)**  July 2009 – January 2012  **GijimaAST, Snr Data Analyst (Assets and Configuration)**  October 2008 – June 2009  **UTI Global IT,** **Service Desk Administrator**  March 2007 – September 2008  **State Information Technology Agency (SITA), Remedy ARS Administrator / Developer**  January 2003 – February 2007 |
| SKILLS MATRIX   * Facilitation skills * Communication skills * Strategic Management * Enterprise Architecture * Business Process Modelling * Business Analysis |

Head: Business Architecture and Analysis

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| LEVEL: | Senior |
| AVAILABILITY: |  |
| AREA: | Gauteng |
| EXPERIENCE: | 15 years |
| INDUSTRIES: | IT consultancy, Government, Banking, Telco, IT, Health |
| TECHNICAL SKILLS |  |
| TECH EXPOSED TO | UML, Visio, ARIS, Crystal 9, Remedy ARS, Assyst, Jira, Azure DevOps |

QUALIFICATIONS

**MTech Business Information Systems,**

Tshwane University of Technology, 2018

**BTech Business Information Systems,**

Tshwane University of Technology, 2006

**National Diploma in Information Technology,**

Eastern Cape Technikon, 2000

**Matric,**

Qokolweni S.S.S, 1994

TRAINING

* Six Sigma: Lean Six Sigma Green Belt 2022
* Advanced Business Analysis Programme, 2018
* Agile Project Management – Practitioner Level ,2015
* Facilitation– Foundation Level, 2015
* Certificate Program in Business Analysis, 2012
* ITIL Foundation Certificate in Service Management, 2007
* Remedy AR System, 2006
* Crystal Report Design 1, 2, 3**,** 2006

EMPLOYMENT DETAILS

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| Esoftwaresolutions | July 2019 – Present |
| Head : Business Analysis/Business Architect |  |
| Responsibilities  Manage the architecture and analysis of business solutions provided by eSoftware Solutions. Ensure the analysis, definition and technical design of the solution offerings.  Ensure good understanding of the customer requirements and our solution designs meet the customer needs.  Manage the resources in this section and ensure that they deliver acceptable service levels for customers of eSoftware Solutions.  Assist with fostering new business, by compiling solutions that meet customer needs.  Provide overarching solution assurance to technology projects in line with technology strategy, architectures, standards, procedures, and guidelines.  Produce well defined, well documented, viable, and cost-effective solution architectures for customers within the agreed deliverable timelines.  Establish systems quality assurance processes and procedures.  Ensure that eSoftware Solutions delivers solutions that have been gone through quality assurance processes.  Ensure that our solutions are usable by users, by delivering effective user experience.  Manage the workload of the architecture and analysis project team.  Manage the career development of the architecture and analysis project team.  Compile effective solutions for customers during the proposal phase | |
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| Department of Correctional Services | May 2016 – May 2019 |
| Senior Manager: Business Analyst/Business Architect |  |
| Responsibilities  Defining and managing the business analysis competency, adapting it when the need arises thus ensuring continuous maturity of the BA function.  Assessment and sign-off of all business processes within the department, with an aim of using ICT to improve the effectiveness and efficiency of the department.  Liaison with strategy and application teams within the Department and ensuring that the requirements of the department is well understood and that appropriate planning takes place to address departmental specific issues.  Understanding customer or user needs as well as exploring opportunities to solve their needs. Constantly be on the lookout for ways to improve, optimise and deliver better value to our internal and external stakeholders and the greater Justice cluster.  Playing a lead role in assessing the impact and effectiveness of change initiatives, analyse cost effectiveness, return on investment, success criteria and other key considerations to ensure suitable recommendations and business cases are delivered.  Allocate business analysis resources to the strategic projects of the Department.  Approval and signoff on all key deliverables of the BA function to ensure that each solution is delivered against thoroughly investigated, confirmed and correctly documented business requirements, and all the key deliverables (business process flows/models, use cases, business rules, business object models, screen mock-ups, acceptance conditions, or other detailed deliverables) conform to the industries best practices.  Research and understand the technology and information trends and provide practical advice and best practices to overcome challenges and successfully deliver the expected business outcomes.  Leading, mentoring, coaching and supporting the business analyst team, ensuring the success of the business analyst function in change delivery. | |
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| Barclays Africa | September 2014 – April 2016 |
| Business Analyst | |
| Responsibilities   * Assist and support business operations, with the writing manuals, when changes to operational policies, procedures and processes occur. * Build and maintain relationships with line role players by communicating regularly and working closely with them to elicit business requirements, evaluate and recommend possible business solutions, make assessments and produce feasibility analysis. * Identify project risks either by consultation with key stakeholders and/or a risk assessment workshop and develop mitigating action plans in agreement with the project Sponsor/Project Owner/Project Manager (PM), thereafter document such risks and actions in the project risk register for on-going monitoring. * Assist the PM with ensuring that the definition of the project scope and all other documentation needed in the Project * Ensure all the business requirements, evaluations and recommendations of possible business solutions, assessments and feasibility analysis are documented, circulated and signed off by the relevant stakeholders and handed over to the PM for use in defining and designing the project. * Assist the PM by providing advice, investigating, estimating and calculating costs, timelines, resources and plans for the composition and approval of the project stage business cases. * Formal documentation of the detailed business processes and ensures that the relevant stakeholders agree with and sign-off the documentation. * Act as a team leader and co-ordinator of User Acceptance Testing. | |

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| Telkom SA | February 2012 – August 2014 |
| Business Analyst | |
| Responsibilities   * Facilitate workshops with business users in order to gather requirements and generate ideas and validate designs. * Assess current documentation and business processes, and business rules (AS-IS) and recommend improved business processes (TO-BE) * Develop functional design specifications utilizing modelling techniques. * Responsible for gathering information, analysis, design and documentation of the applicable project environment. * Contribute in piloting the system and document data models. * Participate in solution verification, high level design sessions and provide support to IT Design, Development and Testing. * Provide an interface between the business and technology teams. * Formal documentation of the detailed business processes and ensures that the relevant stakeholders agree with and sign-off the documentation | |

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| Sechaba Medical Solutions | July 2009 – January 2012 |
| Business Analyst (Management Level) |  |
| Responsibilities   * Make sure that IT delivers Operations projects within an agreed time as specified on the Service Level Agreement. * Manage the relationship between the IT department and the Operations department and manage the SLAs between the 2 departments. * Identify, troubleshoot and close service requests for user issues. * Develop and maintain a thorough understanding of the needs of each department from the business and technical perspective. * Formal documentation of the detailed business processes and ensures that the relevant stakeholders agree with and sign-off the documentation. * Act as a team leader and co-ordinator of User Acceptance Testing. * Assist with business requirements specification documents. * Ensure clinical IT projects are supported and successfully delivered. * Gather data requirements, design reports, analyse the results and implementing and testing of Crystal reports. * Design, test and analyse clinical reports. * Assist with business requirements specification documents. * Budget for the IT requirements in the OPS department | |

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| GijimaAST | October 2008 – June 2009 |
| Snr Data Analyst (Assets and Configuration) | |
| Responsibilities   * Manage Hardware & software assets through the stages of their lifecycle. * Coordinates, administrates and responsible for the effective maintenance of asset data goodness on the CMDB. * Liaise with other business areas to ensure only valid data is entered. * Ensure the rules within the database are setup and maintained, which leads to consistency in data quality. * Supports IT staff and teams with regard to asset data maintenance and exception management. * Assist in quarterly software audits and analysis of the results. * Ensures that only compliant hardware and software data is recorded into the database. * Runs database audit queries in set frequencies, to extract potential issues proactively. * Assists in the determination and compilation of required processes and procedures which Asset management would require from other areas to ensure data is entered to the database via these requirements. | |

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| SITA | January 2003– January 2008 |
| Remedy ARS Developer | |
| Responsibilities   * *Development and Administration of Remedy ARS system* * Maintenance and development of new and existing AR System applications for State departments and SITA internal departments * Communicating with clients and analyze user requirements for AR System application. * Drafting of functional/technical specification for AR System application. * Modifying existing AR System application. * Customizing AR System application. * Importing data from Excel spreadsheet * AR System administration – creating users, groups etc. * Analyze, create and interpret user requests and design technical Specifications and beta test reviews for new and existing AR System application. | |
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