# curriculum vitae

**Introducing**

## Personal details

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| **Full names:** | Linda Ntshingila |
| **Position applied for:** | Lead Business Analyst |
| **Nationality:** | South African |
| **ID number:** | 8907135404083 |
| **EE Profile:** | African male |
| **Languages:** | English |
| **Area of residence:** | Johannesburg |
| **Date of birth:** | 13 July 1989 |
| **Notice Period:** | One calendar month |
| **Rate/Salary:** | **R**  *(Bill rate to Nedbank which is inclusive of the pay rate to the Contractor)* |

## Executive summary

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| **Overview:** |
| I am a very hard-working individual who is passionate and career driven, I carry myself in a professional manner, with humbleness, in a respective approach, easily approachable and accommodative.  Academically graduated from the University of Johannesburg in Information Technology (Information Systems and Technology management). With possession of 5+ years of experience in IT Business Analysis and a set of communication, management, technical, analytical and documentation skills. I have worked in the Healthcare sector (Life insurance, Pathology services, telecommunications and multimedia industry).  I am looking for an opportunity as an IT Business Analyst/Product Owner or similar with an established and reputable organisation that would offer me an opportunity to not only to utilize my current knowledge, skills and experience, but also afford me an opportunity to gain more experience and be awarded for achievements and grow within the organisation. I am looking for both contract and permanent positions. I would not mind the type of industry as I am prepared to learn. |

## Qualifications

| **Qualification** | **Institution** | **Date** |
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| National Diploma in Information Technology | University of Johannesburg | 2011 |
| Matric | Thutolore Secondary School | 2008 |

| **Certificate/Training** |
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| * SAfe 5 Practitioner, IQ Business, 2022 * Certified Process Professional, IQ Business, 2022 * COBIT 5 Foundation Certificate, IT Winners, 2013 * Advanced Microsoft Excel 2010, 2014 * Oracle CRM Certificate, NHLS, 2010 * 6-Sigma White Belt Certificate, Aveta Business school, 2013 |

## Career summary

| **Company** | **Position** | **Start date** | **End date** |
| --- | --- | --- | --- |
| Positron (Multichoice SA) | Senior Business Analyst | 2022/08 | Current |
| MTN | Business Analyst Consultant | 2021/03 | 2022/07 |
| Mondia Media | Senior Business Analyst & Product Owner | 2019/01 | 2020/07 |
| Falcorp Technologies (Vodacom) | Senior Business Analyst | 2017/12 | 2019/01 |
| OBS Consulting | Solution Analyst | 2015/09 | 2017/11 |
| Nihilent Technologies | Lead Business Analyst | 2015/02 | 2015/09 |
| Medical Service Organisation (EOH) | IT Business Analyst | 2014/03 | 2015/01 |
| National Health Laboratory Service | IT Business Analyst  Junior IT Business Analyst | 2012/02 | 2014/02 |
| CK LO Electronics | IT Computer Technician | 2009/02 | 2011/01 |

## Skills summary

| **Skill name** | **Skill level** | **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** | Multichoice | | |
| **Job title** | | **Start date** | **End date** |
| Senior Business Analyst | | 2022/08 | Current |
| **Summary** | | | |
| * Identify areas of analysis focus in line with priorities defined and   agreed   * Document/ model business processes & business rules * Document/ model business requirements * Document/ model use cases, user stories & associated test scenarios * Support development teams & UAT | | | |
| **Reason for leaving** | Contract will expire | | |

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| --- | --- | --- | --- |
| **Company name** | MTN | | |
| **Job title** | | **Start date** | **End date** |
| Business Analyst consultant | | 2021/03 | 2022/07 |
| **Summary** | | | |
| * Gathered requirements and prepared Requirements Definition Specification (RDS). * Created User Stories * Created Requirement Traceability Matrix (RTM) * Produced business process maps * Prepared Information Reporting Specifications (IRS) * Ensured that user requirements for the business units are documented, developed and delivered and get involved in designing optimal solutions including process optimization that meets the objectives of the business portfolio. * Competed Business Impact Assessment (BIA) * Documented and managed changes to requirements throughout the project life cycle by capturing requirement attributes and building a traceability matrix * Plan and execute UAT (User-Acceptance-Testing) * Support QA (Quality Assurance) team on testing * Support deployments within MTN Digital channels * Identify the risks related to changes in requirements, determine the impact those risks may have on the ability to deliver benefits, and recommends actions to mitigate risks where possible. * Ensured that deliverables developed meet the business requirements and quality standards. | | | |
| **Reason for leaving** | Contract ended | | |

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| --- | --- | --- | --- |
| **Company name** | Mondia Media | | |
| **Job title** | | **Start date** | **End date** |
| Senior Business Analyst | | 2019/01 | 2020/07 |
| **Summary** | | | |
| * Gathered requirements and prepared Business requirements specification (BRS). * Perform business analysis by assessing the business concept and objective in terms of feasibility, impact and cost. * Ensured that user requirements for the business units are documented, developed and delivered and get involved in designing optimal solutions including process optimization that meets the objectives of the business portfolio. * Supported the business unit owner in the formulation of an initiative by determining problems and identifying business needs to ensure that the business needs are aligned to the business strategic and tactical goals. * Tested the functional requirements and prepared the Test logs, Test Cases and Test Completion Reports. * Managed products as both the Product owner and Product manager. * Documented and managed changes to requirements throughout the project life cycle by capturing requirement attributes and building a traceability matrix * Identify the risks related to changes in requirements, determine the impact those risks may have on the ability to deliver benefits, and recommends actions to mitigate risks where possible. * Ensured effective communication and liaison with all stakeholders * Ensured that deliverables developed meet the business requirements and quality standards. | | | |
| **Reason for leaving** | Contractor | | |

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| **Company name** | Falcorp Technologies – Consulting (Vodacom) | | |
| **Job title** | | **Start date** | **End date** |
| Senior Business Analyst - Consultant | | 2017/11 | 2019/01 |
| **Summary** | | | |
| * Gathered requirements and prepared Business requirements specification (BRS). * Perform business analysis by assessing the business concept and objective in terms of feasibility and impact. * Ensured that user requirements for the business units are documented, developed and delivered and get involved in designing optimal solutions including process optimization that meets the objectives of the business portfolio. * Support the business unit owner in the formulation of an initiative by determining problems and identifying business needs to ensure that the business needs are aligned to the business strategic and tactical goals. * Document and manage changes to requirements throughout the project life cycle by capturing requirement attributes and building a traceability matrix * Identify the risks related to changes in requirements, determine the impact those risks may have on the ability to deliver benefits, and recommends actions to mitigate risks where possible. * Ensured effective communication and liaison with all stakeholders * Ensured that deliverables developed meet the business requirements and quality standards. | | | |
| **Reason for leaving** | Contract ended | | |

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| **Company name** | OBS Consulting (Multichoice) | | |
| **Job title** | | **Start date** | **End date** |
| Solution Analyst - Consultant | | 2015/09 | 2017/11 |
| **Summary** | | | |
| * Design and implementation of application and effective solutions. * Analyse and then debug production problems by providing solutions to developers. * Communicate with team members and supervisors in understandable way. * Communicate with clients on various products offered by the company. * Guide the marketing and sales executives if there is any need of technical experience. | | | |
| **Reason for leaving** | Contract ended | | |

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| **Company name** | Nihilent Technologies | | |
| **Job title** | | **Start date** | **End date** |
| **Lead Business Analyst** | | 2015/02 | 2015/09 |
| **Summary** | | | |
| * Create context diagrams for overall logical groups – Manage project scope & deliverables. * Define L1-L5 business processes * Guide, support and manage membership stream BA Team * Plan for requirements gathering / elicitation workshops * Document As-Is processes (Pain-points and constrains) * Create Business Process Maps * Review and sign-off As-Is with Product owner. * Elicit and document business requirements for To-Be. * Analyse and provide input to prioritize business requirements for Sprint development * Create Epics, User-Stories and Scenarios in Jira. * Conduct peer-reviews within the BA team * Do walkthrough with product owner for To-Be (Review and sign-off To-be business requirements). * Support development in each Sprint. * Report to Project office, Business stakeholders and Account manager. | | | |
| **Reason for leaving** | Contract ended | | |

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| **Company name** | Medical Service Organisation (EOH) | | |
| **Job title** | | **Start date** | **End date** |
| IT Business Analyst | | 2014/03 | 2015/01 |
| **Summary** | | | |
| * Ensure that each IT helpdesk maintenance task are completed within the SLA. * Ensure that all task logged in the request system are completed successfully. * Complete each project within the agreed time lines. * To assess the development, require, design the user specification, and do the UAT for any maintenance programme change required. * Ensure that all documentation relating to the business process or project is compiled. * Test system functionality according to the system specification. * Ensure installation of the system in the live environment including the provision of support training, documentation and communication. * Provide ongoing support after implementation. | | | |
| **Reason for leaving** | Career growth | | |