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|  |  | Njaki Mokwele  Senior Business Analyst Profile I am an experienced and highly skilled Senior Business Analyst currently working within the Health and Insurance sector.  I hold an Honours Degree in BCOM Informatics and a CBAP (Certified Business Analysis Professional)  I have about 15 years of work experience in various sectors: mainly Consulting (which exposed me to various industries) and Financial Services. My main roles include: Business Analysis, Project Management, and IT Auditing.  In my capacity as a Business Analyst/ Consultant, I have delivered complex enterprise-wide solutions within the various sectors. Contact PHONE:  073 872 7218  EMAIL:  [njaki.shimange@gmail.com](mailto:njaki.shimange@gmail.com) |
|  |  | EDUCATIONIIBA: CPAB (Certified Business Analysis Professional)  * FTI: Advanced Business Analysis Certificate * UNISA: BCOM Degree majoring in Informatics) * UNISA: BCOM Honours Degree (majoring in Informatics)  WORK EXPERIENCEDISCOVERY – Specialist Business Analyst January 2020–To date  Business Analyst within the Vitality Group, implementing the Vitality app in various countries across the globe BAYPORT FINANCIAL SERVICES - Senior Business Analyst August 2018–January 2020  Implementing systems to facilitate and digitize payroll lending across Africa (Botswana, Ghana, Tanzania, Zambia) NEDBANK- Business Analyst July 2015–July 2018  Business Analyst within PMO office in Transactional Corporate Banking, on a variety of Evolution projects across the bank ACCENTURE - Consultant January 2010–June 2015  Management Consultant on a variety of clients to implement solutions FNB - Business Analyst November 2007–December 2009  Business Analyst within the PMO Shared Services office EY - Consultant: IT Audit February 2005–November 2007  Performing IT Audits across various clients and sectors **SKILLS** |

PROJECT EXPERIENCE

| **Company** | **Project Description** | **Role** | **Period/ Duration** |
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| Discovery | Implementing the Vitality App to global insures | * Stakeholder management (across countries) * Requirements Elicitation * Data steward * Data mapping * Configuring the app to suit the market’s requirements * Partner integrating * Dev support * Testing * Training * Change Management | 15 January 2020 – to date |
| Bayport | Implementing a digital mobile solution for onboarding across the following African countries: Botswana, Ghana, Tanzania, Zambia | * Stakeholder management (across countries) * Managing the integration of systems across the division * Concept evaluation * Business case definition * Requirements elicitation using a combination of tools such as: JAD sessions, interviews, reading documentation, workshops etc. * Process re-engineering * Developing Standard Operating Procedure documents and Training Manuals * Supporting the project through the Build, Test, and Implement phases * System /Application demonstration to stakeholders * Software support - providing assistance to development and operations teams to resolve queries/issues | 1, 5 years |
| Nedbank | Payments Tribe – a variety of Payment projects running and organized into Squads to address Payments related enterprise wide initiatives within the Bank | Analysing and addressing the Systems, Processes and People impacts that the SWIFT Standards have on the Business Units. My duties included:   * Analysis * Business process re-engineering * Change Management | March 2018 – 31 July 2018 |
| Nedbank | Enterprise wide project to improve client take-on – this project entailed re-engineering the processes, systems etc. to improve the customer experience for client take-on. This project spanned across the various clusters within Nedbank and I was involved in the project across the full System Development Life Cycle | * Stakeholder Management – stakeholder identification within the various clusters/ divisions and ensuring stakeholder involvement, participation and collaboration * Requirements elicitation using a combination of tools such as: JAD sessions, interviews, reading documentation, workshops etc. * JAD session facilitation * Process mapping * Requirements documentation including: Use Cases, Functional Requirements, Non-functional Requirements, Business Rules, Wireframes, Reporting Requirements, Risks, Issues, KPI’s, etc. * Supporting the project through the Build, Test, and Implement phases | Current: 2015 July to 31 July 2018 |
| Nedbank | Worked on smaller projects that entail adding some functionality to existing systems:   * Internal payments systems * Front-end systems * Mobile systems | * Business Case definition – assessing the project: the impact, and the return thereof, and justifying its viability * Stakeholder Management * Requirements elicitation * JAD session facilitation * Process mapping * Requirement documentation * Supporting the project through the Build, Test, and Implement phases | January 2016 to 31 July 2018 |
| Accenture: Anglo American | Worked on a process re-engineering project that entailed re-engineering the Plant Maintenance and Finance Processes | * Mapping the AS-IS Plant Maintenance and Finance Processes * Mapping the TO-BE Plant Maintenance and Finance Processes * Collaborating with all various stakeholders to obtain their input (Engineers and Finance Personnel) | 1 year |
| Accenture: Anglo American | Designing a Reporting Dashboard for the HR department | * Liaising with various stakeholders in order to collect their reporting requirements * Designing “prototypes” of the dashboard * Testing * Supervising the junior team members | 1 year |
| Accenture: City of Ekurhuleni | Project Management: Setting up a PMO office for 11 departments within the municipality. I oversaw 5 departments | * Designing an operating model for the PMO set-up * Designing operational processes and a “Tool Box” for PMO based on Best Practice * Gathering project information across the 5 departments and structuring it as per the operating model to ensure easier and more consistent reporting, transparency and accountability * Supervising the junior team members | 1 year |
| Accenture: Standard Bank | Worked as a BA for SAP Implementation projects in various departments within the Bank | * Requirements elicitation * JAD session facilitation * Process mapping * Requirement documentation | 2 years |
| Accenture: Sasol | Re-engineering the Safety and Health Processes | * Mapping the AS-IS Safety and Health Processes * Mapping the TO-BE Safety and Health processes * Work-shopping the new processes with the various stakeholders | 6 months |
| FNB | Implemented a Loss Reporting system for the Bank | * Requirements elicitation * JAD session facilitation * Process mapping * Requirement documentation * Testing * Involved in maintenance of the system | 2 years |
| Ernst and Young | IT Auditing:  Application Controls and IT General Controls Review | Worked on various clients and industries as an IT auditor. Duties included:   * Performing IT Applications Controls Audits * Performing IT General Controls Audit * Performing SAP Basis Review Audits * Data mining and analysis | 2.8 years |

REFERENCES

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| **NAME** | **POSITION** | **CONTACT DETAILS** |
| Jones Mabapa | Project Manager - Nedbank | 082 926 7113 |
| Alan Everitt | Business Analyst - Bayport | 083 212 3898 |