MKHULULI MOTHA

Digital Transformation & Systems Integration Specialist

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WORK EXPERIENCE

IT Systems and Application Developer Officer
Status Capital Building Society

📅 Aug 2021 – Current   ● Zulwini

- Performed systems and business analysis to identify opportunities for automating and improving business processes, recommending technical solutions aligned with business needs.
- Designed, implemented, and customized computer systems, including mobile and web applications integrated with ERP and core banking platforms to ensure seamless operations.
- Developed RESTful APIs and middleware services to integrate banking applications, ERP systems, and vendor platforms, enhancing real-time data processing and reporting.
- Maintained dashboards and reporting tools for monitoring operational efficiency, compliance tracking, and incident management.
- Conducted root cause analysis on system incidents, implemented permanent solutions, and ensured system vulnerabilities were mitigated proactively.
- Collaborated with cross-functional teams, including business analysts and end users, to develop test scripts, conduct user acceptance testing, and ensure quality assurance before production deployment.
- Provided end-user support, training sessions, and documentation, ensuring all stakeholders were equipped to use systems effectively and client satisfaction was maximized.
- Participated in IT project planning and implementation in line with project management guidelines, change management policies, and quality standards.

Data Protection Officer
Status Capital Building Society

📅 Jan 2023 – Current   ● Zulwini

- Ensured company compliance with ISO/IEC 27001 and global data protection standards.
- Reviewed digital initiatives to embed privacy-by-design in mobile applications and automated workflows.
- Delivered staff training on data protection and secure use of digital tools.
- Provided technical and governance oversight for system integrations and new technology adoption.

Educator / Instructor
Mbalenhle Christian Academy

📅 Jan 2017 – Nov 2021   ● Mbabane

- Taught Physics concepts with emphasis on problem-solving, data analysis, and critical thinking.
- Designed experiments and integrated technology into teaching to improve student engagement.

LIFE PHILOSOPHY

"Driving digital transformation by merging technology, data, and operational excellence."

MOST PROUD OF

🏆 **Mobile App (iOS & Android)**
Empowered thousands of users with secure mobile banking.

🏠 **Internal Operations Portal**
Automated manual workflows, saving 40% processing time.

📈 **Process Automation**
Improved OEE through workflow automation.

☰ **USSD Integration**
Enabled mobile-based approvals and real-time transactions.

STRENGTHS

Problem Solving   Process Optimisation
Digital Transformation   Leadership
Cross-team Collaboration

TECHNOLOGIES & TOOLS

Python   React Js   C#   JavaScript
React Native   Node.js   SQL
ERP Integration   MES Concepts   IoT Platforms
RESTful APIs   Automation
PostgreSQL   MySQL   MongoDB   SQL
Power BI   Tableau   Docker   Ubuntu
Kali Linux   CI/CD

METHODOLOGIES

Agile   Scrum   DevOps
Lean   Kaizen
Design Thinking   TDD   TPM   ITIL

LANGUAGES

English
Siswati

ICT Officer

Bezelel Consultancy

📅 Jan 2015 – Dec 2016   📍 Mbabane

- Managed and maintained IT infrastructure, including networks, servers, and software systems to ensure smooth operations.
- Developed a Law Firm Management System, streamlining case tracking, client management, and document handling.
- Implemented IT solutions and provided technical support, improving organizational efficiency.
- Conducted training sessions for staff on software tools, cybersecurity best practices, and digital workflows.
- Monitored system performance and performed regular backups, security audits, and troubleshooting.

Full Stack Developer

AB Solutions

📅 Jan 2014 – Present   📍 Manzini

- Conducted systems and business analysis to identify opportunities for process automation and technical improvements across school reporting systems, HR platforms, voting systems, and financial management solutions.
- Designed, implemented, and maintained full-stack applications, ensuring integration with existing systems and alignment with business requirements.
- Developed responsive user interfaces and dashboards to enhance user experience, and provided end-user training and documentation to support effective system usage.
- Designed and optimized relational databases, implemented secure authentication, role-based access control, and mitigated system vulnerabilities.
- Collaborated with stakeholders to gather and document business requirements, develop test scripts, and participate in unit, integration, and user acceptance testing.
- Conducted code reviews, debugging, and quality assurance to ensure systems were reliable, secure, and aligned with project goals and IT governance policies.
- Participated in IT project planning and implementation, ensuring controlled system changes, compliance with quality standards, and continuous improvement in client satisfaction.

EDUCATION

Honors in Applied Data Science: Scientific Computing & Python
WorldQuant University

📅 2020

Credly Badge

B.Sc. in Computer Science & Physics
University of Eswatini

📅 Sept 2010 – June 2014

Certification in Business Entrepreneurship
University of Eswatini

📅 2014

Diploma in Cyber Security
Network Walks Academy

📅 2022

CCNA 200-301
Cisco Networking Academy

📅 2022

NDG Linux Unhatched
Cisco Networking Academy

📅 2021

Programming Essentials in Python
Cisco Networking Academy

📅 2021

JavaScript Essentials
Cisco Networking Academy

📅 2022

DIGITAL TRANSFORMATION & PROJECTS

HireAI – Intelligent CV Matching
mkhululimotha.com/hrassistantai

- Built an AI-powered recruitment assistant that matches CVs to job descriptions using advanced NLP and LLMs.
- Combined cosine similarity, embeddings, and large language models (LLMs) to deliver accurate, context-aware candidate–job alignment.
- Improved recruitment efficiency by automating CV screening and providing actionable insights for HR teams.

AI Chatbot – RAG Solution
mkhululimotha.com/ragsolution

- Developed an AI-powered chatbot for document intelligence, enabling semantic search, predictive Q&A, and analytics using RAG (Retrieval-Augmented Generation).
- Integrated LangChain, ChromaDB, and FastAPI to build a scalable backend supporting embeddings-based retrieval and interactive dashboards.
- Enhanced information access and decision-making by allowing users to query large document sets with contextual understanding.

USSD (*7227#) Integration
MTN Eswatini

- Integrated MTN APIs with ERP systems for real-time mobile transactions.
- Enabled MoMo wallet transfers, balance checks, and loan applications.

SpheExpress eCommerce Platform
mkhululimotha.com/spheexpress

- Built a full-stack eCommerce solution with workflow automation and Stripe integration.
- Applied digital transformation principles for business process standardisation.

Mobile Banking Applications (iOS & Android) - Status Capital Building Society

- Developed secure mobile apps enabling customers to perform financial transactions.
- Implemented offline-first features for operations in low connectivity environments.
- Integrated with ERP and core banking systems for real-time workflows.

Internal Operations Portal - Status Capital Building Society

- Automated customer onboarding, approvals, and reporting processes.

- Integrated ERP and core banking systems for live workflow monitoring.

Automated Payment Service – Status Capital Building Society

- Implemented workflow automation for loan repayments and disbursements.
- Reduced manual intervention and aligned with financial compliance.

REFERENCES

Nombulelo Simelane

@ Frontline Supervisor

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