

SEKAI HOVE

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(Authorized to work in the USA)

I am an innovative IT professional, well-prepared to leverage advanced software development and business operations. I have 14+ years of successful enterprise project management experience and excel as a developer using many programming languages, including Visual Basic, PHP, C#, Java, and COBOL).

- Skilled at liaising with key stakeholders to gather, assess, and define user needs. Translate business and user requirements into public- and business-facing applications aligned with strategy and goals.
- I recorded repeated success in driving the software development life cycle within an Agile environment from meaningful user stories through technical design, development, testing, deployment, and support.
- I demonstrated history planning and overseeing change management initiatives for large-scale, complex transitions, migrations, and modernization of technical programs and managed services.
- Proactively identify and evaluate emerging technologies to establish secure, robust information sharing, improve quality and performance, and support data-driven decision-making.

Areas of Expertise

Technical skills

- SQL development, SSIS, SSRS, SSAS.
- Java, C#, PHP, CSS, HTML, JavaScript, WordPress, AngularJS, DB2, Oracle and MySQL,
- MS Word, Excel, Access, PowerPoint, SQL server
- Develop test cases and scripts and analyze and document output.
- Proficient in creating complex SQL queries using table joins,
- Develop, implement, and optimize stored procedures and functions.
- Oracle PL/SQL development
- Program and system analysis
- Requirements collection, analysis, and documentation

Managerial skills

- Resilience
 - Ability to handle conflict
 - Decision making
 - Client interactions
 - Coaching and mentoring
 - Keeping abreast with industry and technology trends
 - Documentation and record management
 - Team building
 - Project management
 - Interpersonal skills
 - Effective communication skills
 - Good leadership skills
 - Ability to strategize
 - Excellent time management skills
 - Planning and organizing skills
 - Ability to negotiate service level agreements
 - Collaboration skills
 - Negotiation skills
 - Ability to motivate people
 - Emotional intelligence skills
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Notable Achievements & Contributions

- Customized and maintained a fragile policy administration system, saving \$1.5 million with improved productivity, reliability, and usability.
- I successfully improved employee morale leading to a 40% reduction in staff turnover and saving \$250,000 employment cost per annum.
- I worked tirelessly and successfully converted the policy administration system to Y2K compliant without outsourcing, saving \$1.8 million.
- Successfully implemented a CRM system that improved sales by \$40.0 million per annum.
- I successfully automated individual policy administration and employee benefit administration systems and saved 20% employment cost per annum. This improved customer service and translated to a 30% increase in annual premiums and a 40% reduction in churning rate.
- Effectively collaborated with functional unit leaders. This significantly improved the relationship between IT staff and end-users, increasing productivity by 25%.
- I negotiated efficient service level agreements with IT-service providers, improving IT infrastructure uptime from 80% to 95% per month.

Professional Student Experience

Capella University, Minneapolis, MN

07/19/2021 to Date

Information Technology – Information Assurance and Cybersecurity:

I am successful as a DIT Information Assurance and Cybersecurity student. I am committed to maintaining the spirit of excellence. Currently, I am a member of the National Society of Leadership and Success, Capella Chapter. I won a president's list Badge at Capella University for outstanding performance. I give my best to whatever I do.

Western Governors University, Salt Lake City, Utah

02/2018 – 12/2019

Information Technology Management:

I completed the required coursework for a master's degree in information technology management. The program involved applying leadership and management skills to manage challenging scenarios such as conflict resolution, international IT systems management, organizational risk management, including business continuity planning and implementation, technical writing, advanced Networking, and project management.

Liberty University, Lynchburg, Virginia

02/2014 – 11/2017

Information Technology:

I applied knowledge of application and database development and leveraged skill with systems analysis and design methodologies to complete assigned tasks. Extensive training included Application Programming, Web Architecture and Development, Database Management, System Analysis and

Design, C# and Advanced Object-Oriented Programming, Web Enterprise Technologies, Integrated Programming and Technologies, Enterprise Systems and Integration, and Information Security.

- I utilized project management methodologies to spearhead a project relating to national online voting using PHP and MySQL technologies.
- Completed the "My Family Tree" project comprised of the development of the organization's profile, including mission, values, products, and online shopping; developed the website on a localhost PHP server and loaded it online.
- I developed a module that calculated personal details and gross and net income for a front-end development project that utilized C#.
- Completed numerous other projects utilizing Java on vote counting and commission, premium, and or sum assured calculation to be used for an online web service.

US Career Institute, Fort Collins, CO

11/2013 – 10/2014

Accounting Services:

Successfully fulfilled required coursework in accounts payable and receivables, bank reconciliation, bookkeeping, and payroll to achieve a Certificate in Accounting.

Voluntary Work

American Red Cross TX Gulf Coast Region

09/2019-to-date

I was involved in issuing cards to the Harvey hurricane disaster victims in the final week. This job required personnel with spreadsheet experience. I issued about 1.5 million cards. In 2020, I joined the Shelter Partner Development Team. The duties and roles include confirming the shelter needs and assessing shelter status, and evaluating fundamental shelter requirements such as capacity, WiFi, sanitary, COVID-19 requirements, and so on.

West Houston Assistance Ministries, Inc.

09/2019-to-date

Most times, I work in the store section, assisting customers to ensure that they have a good shopping experience and organizing the store commodities to maintain order and the required level of neatness.

HELP CORP

01/2020-to-date

I helped in setting up an organizational store by taking inventory stock. In addition, I have redesigned their website to improve its features and design. The web was designed and developed on my localhost and loaded onto the Amazon cloud to enable the users to access the website to do a walk-through and give feedback highlighting additions, modifications, and deletions.

Work Experience highlights

Capella University, Minneapolis, MN 55402

07/19/2021 to Date

FlexPath Tutor

I am privileged to help students with difficulties understand their course concepts and face the danger of failing to complete their programs. I am currently responsible for assisting students taking courses including Introduction to Databases, Database Development, Introduction to Programming using C Language, Network Architecture, Hardware and Operation Systems, and Enterprise Administration. I provide professional support to undergraduate students, and it helps me understand a problem from the learners' perspective. This has made me appreciate the significance of walking through the course step by step from the simplest to the more complex, ensuring that each step is fully understood before proceeding to the next. Therefore, I need to know the subject matter in detail and know how to explain it to people new to the concepts in a way that they can understand. The applied passion helps me to improve my interpersonal skills continually.

X-Pert Solutions, Harare, Zimbabwe

02/2011 – 12/2012

IT Consultant

Interfaced with C-level executives and key stakeholders to gather and evaluate the specific requirements for enterprise insurance systems. Identified and assessed business technology requirements and recommended appropriate technologies aligned with business strategies, goals, objectives, and user needs. Designed and developed custom infrastructure, configured and implemented customer relationship management systems.

- **TropicalRe;** (System for reinsurance policy administration): refined user requirement, created flight tender invitation letter, and evaluated potential vendors and potential systems.
- Selected the best fit and spearheaded the system implementation.
- **Filmas Ltd:** I evaluated potential vendors and systems, refined user requirements, and developed flight tender invitation letters.

Fidelity Life Assurance, Harare, Zimbabwe:

01/1998 – 01/2011

IT Manager / Project Manager:

I spearheaded multiple enterprise-level development projects through testing, deployment, implementation, and customer support. Collaborated with key stakeholders to establish requirements for new systems and features; defined project scope and deliverables, created technology roadmaps, drafted budget proposals, created timelines, and met milestones. In addition, I ensured that the IT

infrastructure remained fully functional and available to all users. Managed the development and implementation of transitions, migrations, and modernization of technical programs and managed services; coordinated and directed resources, identified and remedied risk, handled emergent issues, and recommended alternatives. I also ensured proper documentation of plans, schedules, changes, and P&L reporting.

- I oversaw the conversion of the policy administration system from ICL TME to digital VMS format.
- I achieved a 25% cost reduction by modernizing legacy employee benefits and individual life policy administration systems.
- I automated front- and back-end policy administration procedures.
- Provided supervision for two (2) sections in Operations to include the Operations Supervisor and two (2) operators and Application development with three senior developers and three junior developers.
- Coached and mentored senior and junior systems analysis programmers on the execution of application development.

Education

Doctoral Degree in Information Technology: Information Security and Assurance 2020-2022
CAPELLA UNIVERSITY: CAPELLA TOWER, MINNEAPOLIS

Master of Science in Information Management: 2018-2019
WESTERN GOVERNORS UNIVERSITY: SALT LAKE CITY, UTAH

**Bachelor of Science in Information Technology: Application and Database development
2014 -2017**
LIBERTY UNIVERSITY: LYNCHBURG, VIRGINIA

Accounting Services Certificate 2013-2014
US CAREER INSTITUTE, FORT COLLINS, CO

Certified Associate in Project Management (CAPM):
Issued 07/2019; Expires 07/2024
PROJECT MANAGEMENT INSTITUTE