Tich Dzokesayi | Senior Business Analyst

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Executive Summary

I am an accomplished Business/Process and Systems Analyst with a proven track record in delivering consistent business solutions and business processes through high quality requirements gathering and translating them into technical specifications for solution design.

Extensive experience across a broad spectrum of industries including, Medical and Health, Transport and Freight, Utilities – Power Generation and Water Distribution, Oil and Gas, Life Sciences, Pharmaceutical & Medical Devices, ITC and Telecommunications, Local Government and Municipalities, Banking, Insurance and Clinical Operations.

Work Experience

May 2022 to Date
Senior Engeneering Technology Business Analyst @ Johnson & Johnson

Key Responsibilities
- Engaging other departments and various business units and stakeholders regarding systems and process changes required to improve operation and production efficiency, effectiveness and value adds in the production of contact lenses.
- Documenting Scope documents, URS and BRDs, Data Mapping and Data Analysis for process and system improvements.
- Developing and updating EPC business processes using MS Visio and ARIS.
- Leading/facilitating business requirements gathering and determining technical impacts
- Preparing RFP documents for acquisition of external the IT solutions.
- Conducting business requirements and business process analysis to ensure MES comply with GxP Regulations on the following systems – Oracle CRM, SAP Finance and CRM, FPS, eDHR, LIMS, Vibes, eRMT and IMAS.
- Documenting Requirements for integrating SAP Finance (Fusion), Planning System, eDHR and Downtime Data to Central Data Lake (CDL).
- Data Mapping for Data interchange between SAP Finance (Fusion), Planning System, eDHR and Downtime.
- Developing of system related documentation that includes flow charts, workflow tables, mapping documents, integration specifications, Scope and URS documents.
- Providing oversight for the development of user acceptance criteria, test plans and test cases. Overseeing functional/user testing (User Acceptance Testing) and accountable for user sign offs.
- Consolidating lens clinical trial data and creating reports for Management and updating clinical trial processes.
- Developing business unit's function and effectively communicating technical solutions in non-technical terms to the business unit.
- Ensuring that the quality of IT products and services comply with GxP Regulations:
  - GMP - Good Manufacturing Practices
  - GCP - Good Clinical Practices

- ○ GLP - Good Laboratory Practices
- ○ GSP - Good Storage Practices
- Ensuring that all users have completed all the required GxP training and are compliant.
- Working with business subject matter experts to analyse, validate, and utilize data to create visual reports for business stakeholders.
- Producing analysis reports on technology solution performance and the implementation of improvements across production units.

Nov 2021 to May 2022
Senior Business Process Analyst @ Pepper Financial Services Ireland

Key Responsibilities
- Conducting high quality business analysis and providing clear business requirement documentation.
- Proactively engaging with the management team within departments to document business process improvements – CCMA, CPC, LTMA, ARA, MARP, Receivership etc.
- Eliciting and documenting business requirements with end users and stakeholders
- Creating Business Requirements Documents and Functional Specifications across all ddepartments.
- Managing Data Mapping and Data Analysis Outputs to align with reporting system improvements
- Documenting and updating EPC business processes using MS Visio and ARIS – EPC and BPMN methodologies.
- Communication of the requirements to IT and supporting IT implementations
- Supporting the deployment of the changes
- Assisting with solution testing and deployment to production.
- Identifying and escalating opportunities, threats, and best practice to drive continuous improvement
- Assisting in closing tickets for errors raised by identifying root causes
- Reviewing and approving items requiring CCB approval submitted in JIRA.
- Working closely with the BI team to document reporting requirements.
- Working closely with the Head of Operational Excellence on the coordination of information for the Central Bank of Ireland around safe data wiping and data destruction.
- Providing end user training on request
- Facilitating Knowledge sharing sessions across the teams

Aug 2021 to October 2021
Technical Business Analyst - **Capability Team** @ Permanent TS Bank
Responsibilities:

- Supporting the Business and Change Management Team in defining business requirements for changes to existing systems and the design of new applications.
- Payments (Apple Pay, Google Pay, and other payments initiatives),
- Open Banking (PSD2 API channel),
- SCA (Strong Customer Authentication for our customers)

- Supporting the management of risk by ensuring that product services (Apple Pay / Google Pay provisioning service, SEPA, SWIFT, SCA, Open Banking API's, SCA eCommerce, App2App, Sim Swap, Pin Reveal and Credit Card Activation).
- Analysing and documenting the functional requirements/ user stories in Jira for the Development team, the Testing teams for GATEWAY, .NET, WEB SERVICES and API upgrades.
- Collaborating with the project team to prioritise requirements and working with the Product Manager in handling the product backlog
- Working closely with the business owners, developers, and testers to resolve issues throughout the development lifecycle.
- Recording and reporting on projects on a regular basis and monitoring progress of projects through the development lifecycle.
- Delivering changes / projects in an agreed timeframe, according to the existing Processes and Procedures.
- Identifying and controlling risks in advance and making suggestions to team about how to mitigate against vendor risk management.
- Creating awareness of all compliance, regulatory & legal directives, and supporting all system developments to minimise operational risk.

April 2021 to July 2021
Global Business Process Lead – Supply Chain, Distribution and Logistics @ AbbVie Pharmaceutical

Key Achievements
- Implemented Localisation guides & facilitated process improvements workshops
- Managed the Affiliate Read back sessions and captured Business Requirements for setting up Regional/Country Affiliates
- Documented interfaces requirements for SAP and 3PL systems
- Documented TIBCO and Open Text integration requirements for SAP Finance and CRM
- Managed Data Validation processes between AbbVie SAP and 3PL Warehouse Management Systems and other vendor management processes.
- Updated Supply Chain Delivery Models – Affiliate Customer (AX), Direct Distribution (DD) and Direct Exports (DX) for the Target Operating Model using Aris Designer
- Updating internal Drug and safety documentation to meet regulatory requirements
- Tracking project tasks, creation of status reports and delivery Managing and updating global operating procedures.
- Supporting the review and updating of functional requirement specifications and process design documentation.
- Compiling pre-clinical documentation and clinical test cases for all clinical trials to be conducted across AbbVie territories.
- Preparing test scripts and supporting user requirements testing
- Coordinating project cutover and go live activities

October 2020 to March 2021
Senior Business Analyst @ Central Bank of Ireland

Responsible for the documenting requirements for the following projects: Identity and Access Management – IAM / IDAM, Distributed IT (Shared Services) and Joiners, Movers, and Leavers (JML).

Key Achievements

- Documented Project Plan inputs to Project Managers for pre-Initiate, Initiate, Define, Execute and Close phases of the projects.
- Facilitated workshops with the business stakeholders, external vendors, and Information Asset Owners to define and document business requirements for Identity and Access Management (IAM/IDAM) and Joiners, Movers and Leavers (JML) master internal systems:
  - Core HR, Cornerstone, SAP FI, Active Directory, Candidate Manager, Service Now and JML – Joiners Movers and Leavers
- Supported the design and development of solution design documentation project teams.
- Documented the As-Is and To-Be processes and documented Use Cases for each process.
- Documented IT Governance and vendor risk management and safe data wiping and data destruction processes.
- Developed the User Certification and Attestation processes.
- Defined standards and guidelines for documenting and managing functional and non-functional requirements.
- Managing QRAID Log – Queries, Risks, Assumptions, Issues and Dependencies, Data Mapping and Data Analysis Outputs.
- Engaging in continuous improvement activities including post-implementation reviews and feedback from the business to incorporate learning into future projects and utilising best practice, tools, frameworks, and methodologies to manage requirements to support business functions.
- Managing day-to-day oversight of Business Analysts assigned to the project, providing guidance and regular feedback as appropriate, keeping their line manager informed to assist their development and ensure the work delivered is of a high quality.
- Reviewing test defects and making recommendations to the development team.
- Supporting the Business and Change Management Team in defining business requirements for changes to existing systems and the design of new applications.
  - Payments (Apple Pay, Google Pay, and other payments initiatives),
  - Open Banking (PSD2 API channel),
  - SCA (Strong Customer Authentication for our customers)
- Supporting the management of risk by ensuring that product services (Apple Pay / Google Pay Provisioning Service, SCA, Open Banking API's, SCA eCommerce, App2App, Sim Swap, Pin Reveal and Credit Card Activation).
- Analysing and documenting the functional requirements/ user stories in Jira for the Development team, the Testing teams for GATEWAY, .NET, WEB SERVICES and API upgrades.
- Collaborating with the project team to prioritise requirements and working with the Product Manager in handling the product backlog
- Working closely with the business owners, developers, and testers to resolve issues throughout the development lifecycle.
- Recording and reporting on projects on a regular basis and monitoring progress of projects through the development lifecycle.
- Delivering changes / projects in an agreed timeframe, according to the existing Processes and Procedures.
- Identifying and controlling risks in advance and making suggestions to team about how to mitigate against risks.
- Maintaining awareness of all compliance, regulatory & legal directives, and supporting development to minimise risk.

November 2019 to September 2020
Senior Advisor, Business Systems and Process Analyst – EMEA @ Dell Technologies

Responsible for manging user experience for the Active Directory (AD) Migration Project. My responsibility was to ensure that all applications work optimally post migration and remediate any migration issues as per SLAs to improve migration User Experience.

Key Achievements

- Managed the end-to-end Data migration process and effectively working both independently and engaging and co-ordinating cross functional project teams in AMER, APAC, JAPAN and EMEA.
- Translated Business Requirements into technical requirements and updated documents as needed (Functional Designs, Business Process Designs).
- Supporting Microsoft Windows 10 and Office 365 and MS Server 2008 to 2016.
- Interpreted user needs, writing, and editing functional specifications for new systems, systems changes and / or system enhancements and presenting ideas in a focused and concise manner.
- Guided users through the Migration process and remediating post migration issues.
- Managed the L1, L2 and L3 Triage Support Teams through the Service Now CRM System.
- Interacting with customers to gather feedback on Active Directory migration User Experience.
- Managing the Knowledge Base compilation and approval processes for the AD Migration Project and related Projects.
- Supported custom Reporting Dashboards using Power BI

September 2018 to October 2019
Business Analyst / Project Manager@ Health Service Executive
Project Brief – Health Applications Modernization Project

My responsibility was managing the upgrade and development of hospital applications running on Windows server 2003 – 2012 to be compatible with the newly built Windows Server 2016. I managed: Medi bridge – hospital integration application, Sapphire Theatre – a theatre scheduling application, Electronic Doc Management and Order Communications Management Software, Renal Systems and Medical Scanning applications.

Key Achievements

- Compiled Project Scopes, Mandates, and budgets for CFO approval.
- Engaged with system Vendors for new systems development requirements and project roll-out plans.
- Compiling Purchase Order Requisitions for the Budget Committee
- Co-ordinated application migration hosting calls between system owners, system vendors, service management group, and the Information and Technology team regards to scheduling go live dates.
- Developed business processes identified opportunities for improvements benefits.
- Completing business diagnostic analysis to document business models in relation to service, process, people, inputs, and technology.
- Preparing & facilitating workshops, collating outputs & progressing relevant issues appropriately.
- Compiled management reports using Power BI.

June 2016 to June 2017
Business Analyst / Project Manager @ Ekurhuleni Metropolitan Municipality
Project Name: Microsoft Dynamics CRM and Web-Methods Systems Integration

Duties

- Interacting with prospects / clients to understand business requirements and documenting these requirements.
- Demonstrating MICROSOFT DYNAMICS CRM solution capabilities to the client
- Conducting business process analysis and creating Fit/Gap reports
- Developing and updating EPC business processes using ARIS Business Process Designer
- Creating functional requirements and functional design for customizations

- Creating WBS for implementation tasks
- Data migration (Data mapping) from external systems into Microsoft Dynamics CRM
- Conducting solution testing and assisting with user acceptance testing
- Ensuring that the project is delivered on time and on budget (SDLC and Agile Management and Activity Sequencing – **Plan**, **Design, Build, Test and Deploy.**
- Documentation is delivered as per required quality and standards - Business Requirement Specifications, Functional Requirement Specifications and Technical Design Specifications
- Ensuring that Risks and Issues are properly documented, and contingency plans put in place.
- Overruns

May 2015 to December 2015
Business Process Analyst, @ Rand Water - Utilities, Water Distribution

Duties:

- Business Requirements analysis of AS-IS and mapping of the TO-BE process using ARIS Process Designer
- Mapping Risks and Controls as FADS to Business Processes using ARIS.
- Communicating process changes to process owner of impacted streams
- Investigating the scope and impact of the optimisation effort on other process streams
- Presenting findings and documented Processes to stakeholders for sign off.
- Preparing final Business Process QA and KPI reports and SOPS (Standard Operating Procedures) to the Institutional Review Board (IRB) and Change Management Board (CMB).

January 2013 to March 2015
Business Process Analyst @ Accenture – Technology Practice Division

Client Assigned to:
FNB - First National Bank – South Africa
All Life – Insurance and Life Assurance – South Africa
MTN – Mobile Telecommunications Networks - South Africa

Duties:

MTN - Oracle EBS Project:
Financial - Project Accounting, AR, and AP - Order to cash and procure to pay
Customer Relations – Oracle CRM
Supply Chain Management - Oracle Logistics, Order Management, Transportation Management & Warehouse Management System

- Providing quality assurance and testing on newly developed customizations and reports before deploying to the user group.
- Providing second/third level functional and technical support for Oracle EBS and other corporate applications.
- Documenting and communicating functional and technical specifications for system enhancements, bug fixes and communicating requirements to IT development team.
- Creating, maintaining, and managing execution of user acceptance testing with supported business functions.
- Providing QA services for all applicable Oracle EBS module patches and upgrades.
- Developing ad-hoc reports, data extracts, etc. to meet one-time or continuing business needs using available tools (BI Publisher).
- Providing documentation and training to end user groups on existing functionality and newly developed enhancements.

ALL LIFE Insurance and Life Assurance

- Interacting with business users and gathering business requirements to create Life assurance products for people with chronic diseases e.g., HIV and Diabetes
- Translating business objectives and requirements into business requirements document and functional specifications
- Creating processes for clients - processes to be adhered to before clients are granted life insurance using ARIS Business Process Designer
- Creating test plans, test cases and use cases
- Performing system/functional/regression testing
- Communicating with stakeholders and other team members
- Acting as a bridge between business and technical team
- Developing specialized knowledge within insurance and business analysis subject utilizing policy administration systems, business analysis tools and procedures (Functional Specs, Requirements Traceability Matrix, BRD, Modelling tools)

First National Bank - FNB
- Developing the transactional banking Requirements process using ARIS Business Process Designer
- Translating client transactional banking requirements to fit in with the technologies used to support client business lines.
- Gathering high level business requirements and converting them to detailed software functional and non-functional requirements.
- Obtaining key transactional banking inputs from enterprise architecture teams and identifying IT solution interdependencies
- Engaging Business Units to gather requirements for Digital Payments Solutions:
- First National Bank Pay Products - Checkout, Tap to Pay, Scan to Pay
- Partner Wallets - Fitbit Pay, Garmin Pay, Samsung Pay and Pay to Cell.
- Managing and owning all reporting across the Digital Payments capabilities - tracking improvements, and capturing identified risks by pay channel owners.
- Participating in review of transactional banking test conditions, scenarios, artefacts, and results to ensure that business requirements have been met.
- Investigating and defining requirements for transactional banking business processes design, improvements, and risk controls.

July 2010 to December 2012
Oracle Primavera P6 Systems Specialist @ Oracle Technologies
Duties:
- Presales Primavera application support for Europe, Middle East
- Running seminars and workshops for target accounts; Participating in EMEA Primavera Global Business Unit executive marketing events; -Europe, Middle East, and Africa
- Discussion with customers, VARs to validate customers' pain points and requirements via meetings, phone calls, webinars and/or emails.
- Sourcing answers to technical questions regarding a defined sales opportunity
- Demonstration of Primavera solution based on clients' requirements either derived from RFP or detailed requirement analysis; - Request for Proposal / RFQ Request for Quote or Quotation
- Demonstrating to clients how Oracle ODI makes integration and data sharing with other Oracle platforms easy.

Feb 2008 to June 2010
Oracle Primavera P6 Support Consultant @ Eskom South Africa

- Performing business process re-engineering.
- Functional application testing.
- Oracle System analysis.
- Managing Oracle Integration Cloud (OIC) with Prism G2 & Primavera Gateway
- Providing a consultative service to customers [project managers]
- Training users on the functionality of Primavera P6

- Responsible for specialist investigations, configuration, and testing of solutions of the Primavera P6 application.
- Providing user support for logged calls and user requests, support and managing incidents on Service Now.
- Providing Primavera P6 training.
- Monitoring the statuses of production environment daily.
- Documenting processes and assisting in change document reviews.
- Primavera P6 application installation and Database configuration.
- Configuration of application Launcher and Database servers.
- Managing of service-oriented architecture [SOA], CITRIX servers, remote access, oracle databases, and administration of users on domains.
- Primavera P6 Project Schedule management.
- Managing of the processes within Eskom [ITIL understanding].
- Supporting of Oracle products.
- Managing the USVD for calls logged by users.
- Designing Disaster Recovery strategy in case of Disaster.
- Documenting recovery procedures for users and system administrators.
- Assisting Planners, schedulers, and project managers with their schedules.
- Working hand in hand with Super users of the system onsite (situated at PowerStation's sites etc).

EDUCATION

Project Management	Limerick Institute of Technology	2019
Microsoft Power BI	Dell Technologies	2019
GDPR	University of Groningen	2018
Software Development	Udemy	2018
Website Development & Design	Limerick CFE	2018
Oracle Systems Specialist	Oracle University, Dublin	2013
Business Analysis	Speciss College	2012
Bachelor of Business Administration	Bulawayo Poly, University, Zimbabwe	1997-2000

TECHNICAL SKILLS AND PACKAGES

- Service Now
- BOI Apps - Candidate Manager, Cornerstone, Core HR, JML – Joiners, Leavers and Movers
- Microsoft Office and Office 365, VISIO, Projects, Dynamics Great Plains, CRM, SQL & Mgt Studio
- Smartsheets, Sharepoint / Share file
- SAP Inventory Mgt, FI, Distribution and Logistics
- JAD - Invwntory Mgt
- Oracle Primavera P6 and Unifier
- Oracle ERP - Human Capital Mgt, Supply Chain Mgt, Customer Relationship Management, EAM
- Microsoft Power BI and Tableau
- Conferencing tools - Microsoft Teams, Skype, Zoom, Webex
- Confluence, Target Process and Jira
- Business Process Mgt Tools -ARIS, Bizagi, Nimbus Control, MS Visio

Cyber / Security Management Tools
- Kenna - Vulnerability and Risk Intelligence platform
- System Center Configuration Manager
- Secunia System Vulnerability
- Insight VM Vulnerability agent

- Troux - IT Asset and Data Management

Johnson and Johnson Systems

eDHR	Electronic Device History Record
eRMT	Electronic Raw Material Tracking System
FGT	Finished Goods Testing
FPS	Finite Planning system
IMAS	Injection Moulding Audit System
LIMS	Laboratory Information Management System
LS	Line Software
ODS	Operational Data System
PRCS	Product Release Controls System
SAP	J&J VisionCare Enterprise & Resource Planning System
VIBES	Vision Care Integrated Business Enterprise System
PM	Preventative Maintenance
Manu	Manugistics
eDMS	Electronic Document Management System
SCADA	Supervisory Control and Data Acquisition

INTERESTS

- Technology – as one of my personal passions, I obtain a high level of knowledge on the latest technology trends by reading and researching.
- Sport, music, watching technology and National Geographic programmes.

REFERENCES

Available upon request.