

# Onkgopotse Lenake

Gauteng, South Africa

 onkgopotse@onkgopotselenake.me

 [linkedin.com/in/olenake](https://www.linkedin.com/in/olenake)

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## Summary

I am an ICT professional with a goal-oriented passion for software engineering and a career span over 8 years' experience in solutions development. I have had an opportunity to work on numerous telecommunication solution projects for Pulse Contact Solutions, with Momentum (member of MMI Holdings Limited) as a client. Introduced and created a User Acceptance Testing document, currently in use, which helps change management in troubleshooting and tracking systems modifications. The document was widely adopted across MMI Holdings Limited with business satisfaction levels being high. Provided solutions for customized Medical Aid Gap Cover Systems with programming code and QA testing of Gap Cover to existing systems with end users to provide training for them. I strive to look for better innovative approaches to solving problems in their domain using my software engineering skills. I look forward to working with a passionate team of professionals that are diverse and are goal oriented.

## Experience



### Developer

Absa Group

Oct 2017 - Present (3 years 2 months +)

Being a part of a team at Absa Wealth Investment & Management Insurance (WIMI), Africa Technology, I work on a variety of projects that include:

- \* Development of back-end systems database processes using SQL Server Management Studio (SSMS) and front-end systems development that respond to technological disruptions to cater to business strategic values and end user needs.
- \* Provide programming and fixes for middleware service integration projects that manage and service batch job processes for the Absa Life Policy Management Systems, using Visual Studio IDE (integrated development environment).
- \* Provide system support for end users to manage their incidents as they arise, so to resolve issues in a timely manner. By collaborating effectively with the team and prioritizing incidents, we successfully support the systems effectively with production releases on time and following a change management process.
- \* Technology and tools used include C#, Visual Basic.Net, Windows Communication Framework (WCF) services, XML, SQL, T-SQL, MS Office.



### Technical Consultant

Pulse Contact Solutions

Mar 2010 - Oct 2017 (7 years 8 months)

Development of user interfaces as needed. Collaborating in the design and development of databases to meet new user needs and respond to/anticipate technological innovations. Ensuring that the database(s) is updated accurately and regularly. System maintenance and performance reporting. Investigating, Identifying and resolving users' problems/issues. Communicating regularly with internal technical and operational staff to

ensure the database integrity and security. Provide timely and accurate reports as requested. Aligning database requirements to that of the client needs. Creating predetermined reports for data analysis. Programming using C# to develop components used to integrating with third party applications. Install and Configure Microsoft® Windows XP, 2000, Apropos Application (Telephone Software), MS Office, Campaign Status Viewer and Soft dial Campaign Manager (Telephone Software). Install and configure hardware (PIKA, QX 2000 Cards) and peripheral devices. Ensure daily checks are in place and thorough testing is done prior to make a system live. Involved in integration of database to telephone systems (i.e. Sytel and Apropos system). Involved in the development projects for the Sytel System (Telephone Software).



## **Learnership / Trainee / Project Manager**

City of Johannesburg

Jun 2007 - Feb 2009 (1 year 9 months)

Duties and responsibilities included:

- \* Involved in the Voluntary Counselling and Testing (VCT) Awareness Campaign as a peer educator for the employees of the City of Joburg Region D
- \* Involved in the Pest Control Road Show Project for Region D
- \* Knowledge of construction work and the general project life cycle management
- \* Involved in the Dobsonville Stadium Upgrading and the Dube JMPD Warehouse Development construction projects
- \* Report writing, monitoring and updating of the projects schedules.
- \* Project documentation, site visits and checking project progresses on different sites
- \* Quality management control and communicating with the relevant stakeholders
- \* Assisting principle contractors with suppliers
- \* Managing more than 20 project employees to meet the project goals and objectives
- \* Assisting the Environmental Health Inspectors in compiling their statutory notices and the complaints databases data collections and making sure of the data accuracy and consistency

## **Education**



### **University of South Africa/Universiteit van Suid-Afrika**

National Diploma: Software Development, Information Technology



### **Central Johannesburg College**

Certificate: Project Management Body of Knowledge (PMBOK, NQF 4), Project Management



### **Coronationville Secondary School**

Grade 12 (Matric), Science Course

## **Skills**

C# • SQL • IT Software Engineering and Design • Data Analysis • SDLC • Software Project Management • Project Management • Android Development • Telephony • Databases