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moshemaleka.github.io/moshe-portfolio

Professional Profile

Data & Business Analyst with 7+ years of experience delivering analytics and enterprise technology solutions within telecom and media environments. Skilled in SQL, Power BI, ETL pipelines, and stakeholder-driven analytics to translate business requirements into actionable insights. Experienced working in Agile delivery teams, supporting production systems, and building data-driven reporting solutions that improve operational efficiency and decision-making.

Data & Analytics Impact

- Built Power BI dashboards to visualize operational and financial data enabling stakeholders to track KPIs and improve decision making.
- Performed SQL-based data analysis across enterprise systems to identify system issues and support incident resolution.
- Conducted business process analysis and gap analysis to improve workflows and operational efficiency.
- Collaborated with engineering, DevOps, and finance teams to translate business requirements into data-driven solutions.
- Applied root cause analysis using SQL queries and API debugging through Postman to resolve production incidents.
- Delivered analytics insights and reporting that supported product improvements and roadmap discussions.

Technical Stack

- SQL, PostgreSQL, SQL Server
- Power BI (DAX, Power Query), Tableau
- Python (Pandas, NumPy)
- Data Cleaning, Data Transformation, ETL Pipelines
- Excel (Advanced)
- REST APIs, Postman
- Requirements Gathering, Process Mapping, Agile / Scrum, UAT Testing

Professional Experience

Billing Data Analyst / Support Specialist – Media24 (Apr 2023 – Present)

- Analyzed billing and operational datasets using SQL to support issue resolution and improve investigation turnaround time.
- Utilized SQL and debugging techniques to investigate system incidents and production issues.
- Worked with APIs using Postman to execute operational tasks such as subscription activation/deactivation, payment processing, and cancellations, improving operational efficiency and reducing manual workload.
- Collaborated with engineering and business teams to identify system improvements and generate data-driven insights.
- Supported daily production investigations, root cause analysis, and contributed to ongoing product improvement discussions.
- Applied data analysis and troubleshooting skills to ensure billing accuracy and system reliability.
- Used ticketing and incident management tools (JIRA) to track, manage, and resolve issues.
- Performed data validation and reconciliation to ensure integrity of billing and subscription data.
- Assisted in process improvement initiatives to enhance operational efficiency and reduce recurring issues.

Business Analyst / Data Analyst – Tata Consultancy Services (MTN) (Apr 2018 – Mar 2023)

- Led business process mapping, gap analysis, and requirements gathering to support digital initiatives.
- Analyzed enterprise datasets and built Power BI dashboards to deliver actionable insights for stakeholders.
- Developed user stories, functional specifications, and supported Agile/Scrum delivery teams.
- Designed test cases and supported UAT (User Acceptance Testing) to ensure solutions met business requirements.
- Utilized SQL for data extraction, transformation, and analysis across large datasets.
- Built interactive dashboards and reports using Power BI (DAX, data modeling, visualization).
- Applied Excel (advanced functions, PivotTables, data analysis) for reporting and ad-hoc analysis.
- Used Remedy IT Service Management for backlog management, documentation, and tracking sprint progress.
- Performed data validation and data quality analysis to ensure accuracy and consistency of reporting outputs.

- Facilitated stakeholder engagement workshops and translated business needs into technical requirements.

Business Analyst – Tata Consultancy Services (Mascom Botswana) (Jan 2018 – Mar 2018)

- Mapped and analyzed business processes and produced source-to-target mappings.
- Supported testing activities and collaborated with stakeholders to validate requirements.
- Utilized SQL for data analysis and validation of source-to-target mappings.
- Applied Excel (advanced functions, data analysis) for data profiling and reporting.
- Supported UAT (User Acceptance Testing) including test case creation and defect tracking.
- Used Remedy / defect tracking tools to log, track, and manage issues during testing phases.

System Engineer – Tata Consultancy Services (Liquid Telecom) (Jun 2016 – Dec 2017)

- Performed system integration testing and monitored system performance.
- Conducted SQL data analysis to identify operational improvements.
- Supported deployments and post-deployment validation.
- Utilized SQL for data extraction, analysis, and troubleshooting system issues.
- Applied Excel (advanced functions, data analysis) for performance tracking and reporting.
- Supported System Integration Testing (SIT) and assisted with defect identification and resolution.
- Worked with monitoring and logging tools to track system performance and stability.
- Assisted in release management and deployment processes, including validation and rollback support.
- Collaborated with cross-functional teams using ticketing tools for issue tracking and resolution.

Data Analytics Projects

End-to-End Sales Analytics Dashboard

- Built an interactive Power BI dashboard analyzing sales, revenue, and regional performance.
- Implemented a Python and SQL ETL pipeline to clean and transform raw sales data.
- Created KPIs such as Net Revenue, Margin %, and Monthly Sales Trends.
- Enabled business users to monitor performance and identify top products and regions.

Education

- Postgraduate Diploma in Artificial Intelligence – MANCOSA (NQF 8)
- BCom Information & Technology Management – MANCOSA (NQF 7)
- Higher Certificate in Information Technology – University of Johannesburg
- National Certificate: IT Technical Support - Richfield

Certifications

- Power BI Essential Training
- SQL Essential Training
- Python for Data Analysis
- Certified Data Management Professional (CDMP Essentials)
- AI & Machine Learning for Business Leaders
- Google Analytics Individual Qualification