

Keneilwe Hope Phofu Resume

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PROFESSIONAL SUMMARY

Results-driven Business Systems Analyst, Network Systems Analyst, and Process Manufacturing Specialist with proven expertise in system integration, process optimization, and technical solution delivery across the telecommunications, ITSM, and engineering industries. Accomplished in driving complex integrations, designing automation workflows, and streamlining business processes. Strong ability to bridge the gap between business needs and technical teams, with hands-on experience in dashboarding, data modeling, and incident management automation. Recognized for leadership in cross-functional environments and delivering high-impact operational improvements.

CORE COMPETENCIES

- Technical Integration - REST, SOAP APIs, JSON Payloads, System Orchestration
 - Process Analysis & Optimization - Business Process Re-engineering, UML, SSOT
 - System Analysis - End-to-End System Mapping, Requirement Elicitation, Solution Design
 - Data Warehousing & Modelling - Informatica, ETL Pipelines, SQL Scripting
 - Network Monitoring & Automation - Grafana, Kibana, Zabbix, SNMP Trap Integration
 - ITSM Configuration - Salesforce, Zendesk, CA SDM, Incident & Problem Management
 - Transmission Network Operations - Huawei NCE, DWDM, OTN, IP/MPLS Layers
 - Manufacturing Process Excellence - BOM Creation, Jig Design, Electrical Assemblies
 - Cross-Department Collaboration - Business, IT, Engineering, NOC, Manufacturing Teams
 - Methodologies - Agile, Waterfall, Hybrid Delivery Models, ITIL Principles
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TECHNICAL STACK:

- INTEGRATION C API TECHNOLOGIES
- RESTFUL APIS, SOAP WEB SERVICES, JSON/XML PAYLOAD HANDLING, API ORCHESTRATION
- POSTMAN, SOAP UI FOR API TESTING AND VALIDATION
- DATA MANAGEMENT C WAREHOUSING
- SQL, PL/SQL, INFORMatica POWERCENTER, ETL PIPELINE DEVELOPMENT
- SINGLE SOURCE OF TRUTH (SSOT) DESIGN, DATA MODELING, DATA CONSOLIDATION PROCESSES
- MONITORING C OBSERVABILITY TOOLS
- GRAFANA, KIBANA (ELK STACK), ZABBIX, SNMP TRAPS INTEGRATION
- NETWORK PERFORMANCE DASHBOARDS, REAL-TIME MONITORING SOLUTIONS
- ITSM C CRM SYSTEMS
- CA SERVICE DESK MANAGER (CA SDM), SALESFORCE SERVICE CLOUD, ZENDESK ITSM
- QUICKBASE, TELFLOW, INCIDENT C PROBLEM MANAGEMENT AUTOMATION
- PROCESS C SYSTEMS ANALYSIS
- UML DIAGRAMS, SEQUENCE DIAGRAMS, ACTIVITY DIAGRAMS, ENTERPRISE ARCHITECT, LUCIDCHART
- BUSINESS PROCESS RE-ENGINEERING (BPR), WORKFLOW OPTIMIZATION
- NETWORK SYSTEMS C TECHNOLOGIES
- HUAWEI NCE (NETWORK CLOUD ENGINE), DWDM, OTN, IP/MPLS LAYERS, TRANSMISSION ENGINEERING TOOLS
- SCRIPTING C AUTOMATION
- PYTHON (BASIC SCRIPTING FOR DATA HANDLING AND SNMP TRAP PROCESSING), SHELL SCRIPTING
- MANUFACTURING PROCESS TOOLS
- BILL OF MATERIALS (BOM) MANAGEMENT, JIG DESIGN, ELECTRICAL C MECHANICAL ASSEMBLY TOOLS
- COLLABORATION C PROJECT TOOLS
- JIRA (AGILE BOARDS), CONFLUENCE (TECHNICAL DOCUMENTATION), LUCIDCHART (PROCESS DIAGRAMS)
- FRAMEWORKS C METHODOLOGIES
- AGILE (SCRUM/KANBAN), WATERFALL, HYBRID SDLC MODELS, ITIL FRAMEWORK
- RPA C IT PROCESS AUTOMATION
- ROBOTIC PROCESS AUTOMATION (RPA) WITHIN CA SDM, ZENDESK, AND SALESFORCE
- PRISM ITPA FOR INCIDENT AUTO-CREATION, AUTO-RESOLUTION WORKFLOWS, AND TASK ESCALATION AUTOMATION
- EVENT-TO-TICKET AUTOMATION, INCIDENT ENRICHMENT BOTS, AND PROACTIVE ALERT HANDLING

PROFESSIONAL EXPERIENCE

Business Systems Analyst

Dark Fibre Africa (DFA) | 2022 - 2025

- Led full-cycle e-bonding integration projects connecting DFA internal systems—including Sage ERP, Quickbase, Telflow (OSS/BSS), CA SDM (Broadcom ITSM), and Salesforce—with external customer ITSM and OSS platforms, enabling real-time data synchronization, automated ticketing, and seamless workflow exchanges.
- Designed and developed REST and SOAP API connections to facilitate bidirectional data flows, ensuring that fault tickets, change requests, and service order notifications could be automatically raised, updated, and closed across multiple internal and external environments, improving customer SLA adherence and operational efficiency.
- Conducted end-to-end business systems analysis, gathering functional and technical requirements from internal IT teams, engineering departments, and external client stakeholders to ensure integration alignment with business processes and technical feasibility.
- Authored solution design documents, sequence diagrams, and system interaction flows using UML methodologies, providing detailed specifications for development and configuration teams.
- Executed user acceptance testing (UAT), developed test scenarios, performed live validation, and resolved integration defects prior to production deployments.
- Collaborated with cross-functional teams including Revenue Assurance, Billing, NOC, and External Enterprise Customers, ensuring end-to-end operational readiness and process optimization post-integration.

Key Achievements:

- Successfully reduced manual data handoffs by over 40%, accelerating fault-to-resolution processes.
- Delivered real-time ticket updates between DFA and external corporate clients, improving service visibility and responsiveness.
- Enabled automated SLA tracking and escalation workflows directly tied to integration triggers.
- Improved NOC operational efficiency by minimizing duplication of effort and enhancing proactive fault management through integrated platforms.

- Contributed to the development of a future-proof integration blueprint, facilitating scalable onboarding of new enterprise clients via standardized e-bonding frameworks.
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Network Analyst (Transmission Systems)

Rain | 201G - 2022

- Designed and deployed Grafana, Kibana, and Zabbix dashboards, transforming network visibility across Layer 1 (DWDM), Layer 2, and Layer 3 transmission networks via Huawei NCE data feeds.
- Led the integration of transmission engineering data into IT systems, ensuring seamless operational monitoring and real-time KPI tracking.
- Implemented and managed Zendesk ITSM system used within the NOC environment, creating automated incident workflows linked directly to network alerts.
- Assisted in setting up data ingestion models, improving data correlation and reducing operational blind spots.

Key Achievements:

- Delivered real-time network analytics dashboards.
 - Drove proactive incident escalation processes using automation.
 - Fostered collaboration between IT, Engineering, and NOC teams.
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Inside Sales Engineer

Rotork Africa | 2018 - 201G

- Reduced technical pricing turnaround times for key clients like Sasol, Total, and Eskom, across complex pneumatic, hydraulic, and electric actuation products.
- Collaborated with engineering and logistics teams to optimize quoting efficiency and customer satisfaction.

Key Achievements:

- Achieved record-low pricing response times.
 - Supported sales success on high-value technical tenders.
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Process Manufacturing Engineer

Alstom | 2018 - 201G

- Designed and optimized Manufacturing Bills of Materials (BOM) for electrical workshops, covering low and high voltage cabling, cubicle assemblies, and looming workshops.
 - Created custom jigs to improve assembly line efficiency and reduce production errors.
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Process Manufacturing Engineering Intern

Alstom | 2017 - 2018

- Assisted in the design of manufacturing processes, improved workshop workflows, and maintained technical process documentation.
 - Contributed to lean manufacturing initiatives improving efficiency and production accuracy.
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TECHNICAL SKILLS OVERVIEW

- **Integration Tools:** REST, SOAP, JSON, API Orchestration, Postman, SOAP UI
 - **Monitoring s Dashboards:** Grafana, Kibana, Zabbix, SNMP Traps
 - **ITSM s CRM Platforms:** Salesforce, CA SDM, Zendesk, Quickbase, Telflow
 - **Data Warehousing s Scripting:** Informatica, SQL, Python (basic scripting), Shell Scripting
 - **Process s System Modeling:** UML Diagrams, Sequence Diagrams, Activity Diagrams, SSOT Frameworks
 - **Network Systems Expertise:** Huawei NCE, DWDM, OTN, MPLS, Transmission Engineering Tools
 - **Manufacturing Tools:** BOM Drafting, Jig Design, Electrical Assembly Optimization
 - **Collaboration Tools:** JIRA, Confluence, Lucidchart
 - **Methodologies:** Agile, Scrum, Waterfall, ITIL Principles
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EDUCATION

- NATIONAL DIPLOMA IN ELECTRICAL ENGINEERING, UNIVERSITY OF JOHANNESBURG (2017)

CERTIFICATIONS:

- ITIL4
- CCNA C CCNP
- UCT BUSINESS SYSTEMS ANALYSIS
- LEAN SIX SIGMA (GREEN, YELLOW, WHITE)
- JIRA CERTIFIED
- BROADCOM: FIBRE CHANNEL, FABRIC OS

REFERENCES:

MULALO MAGIDIMISA (GIBELA MENTOR + ALSTOM MANAGER): 073 560 3629

JOHN BAGGOT (DFA MANAGER): 0824005225