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ACADEMIC QUALIFICATIONS

2020 - 2022 Andhra University (AU, India)

Master of Business Administration (MBA)

Thesis Project on *"IMPACT OF TECHNOLOGY ON TRAINING AND DEVELOPMENT, A STUDY WITH REFERENCE TO BHARAT SANCHAR NIGAM LIMITED (BSNL), VISAKHAPATNAM, INDIA"*

2019 – 2019 Regent Business School (RBS, South Africa)

Post Graduate Diploma (Honours) in Management (PGDM)

2015 – 2016 Alison (UK, Ireland)

Diploma in Information Technology Management (DITM)

2011 – 2014 Limkokwing University of Creative Technology (LUCT, Eswatini)

Associate Degree in Information Technology (ADIT)

INDUSTRY QUALIFICATIONS

2023 Andhra University (AU, India)

Information Technology for Business

2023 Andhra University (AU, India)

Global Business Environment & Economics

2022 Metropolitan School of Business and Management (MSBM, UK)

Advanced Professional Certificate in Project Management

2021 Indian Institute of Management (IIMV, India)

Certificate, Digital and Social Media Marketing

2021 Data-Skills (India)

Certificate, Advanced Microsoft Excel

2021 Shine Projects (India)

Certificate, Financial Market – Share Market, Mutual Funds, Insurance & Banking

WORK EXPERIENCE

2024 – to date Web Portal Manager Consultant, United Nations Development Programme (UNDP)



- Providing technical support to Eswatini Youth Empowerment Programme (EYEP) portal e.g., security, user experience, updates etc.
- Coordinate all stakeholders that includes ISPs, UN procurement, Programme Facilitators etc within UNDP.
- Producing reports based on data in the system.
- Documentation of the portal.
- Conducting trainings to stakeholders.
- Talent acquisition.

2023 – To Date Human Resource for Health Analyst Consultant, The World Bank



I have been deployed at the Ministry of Health (MoH) of Eswatini as a consultant to carry out the following job responsibilities among others:

- Implement Human Resource Information System (HRIS) for the entire Ministry.
- Analyse payroll output to support decision making.
- Advise on recruitment, hiring practices, motivation, turnover, vacancies matching skills to the present position and compliance with employment laws and regulations.
- Analysis of existing HR strategy and policies and make recommendations.
- Undertake a qualitative/quantitative research - on conditions of service, salaries, benefits and allowances and other HR matters including staff motivation, career growth, learning opportunities, work satisfaction etc.
- Provide technical support for HRH Policy reforms, policy formulation, workforce planning and forecasting
- Manage key business relationships with stakeholders
- Extracting and analysing data periodically from the HRIS and HRIMS for the quarterly, b-annual and or annual reports to parliament or to MoH Senior Management Team (SMT), regional health management team (RHMT) or HRH technical working group, plus other specialized ad hoc reports as required by MoH.
- Participate in HR investigations, yearly audits and or negotiations, as directed and following up with appropriate parties of special surveys.
- Participate in HRH committees and structures and advising on the MoH position and best sectoral practices for purposes of improving informed decision making within these committees and structures.
- Participate in the periodic review of human resources policies and procedures to be done in line with the changing trends in human resources programs within the MoH and the Health sector, as needed.

2022 – 2023 Systems Developer Consultant, United Nations Development Programme (UNDP)



- Developing of Eswatini Youth Empowerment Programme (EYEP) portal (Front-end & Back-end) for recruiting the youth of Eswatini to various employers within Eswatini.
- Coordinate all stakeholders that includes ISPs, UN procurement, Programme Facilitators etc within UNDP.

- Designing of different data analysis dashboards.
- Documentation of the portal.
- Conducting trainings.

2020 – 2022 Technical Manager & Consultant, Global Development Solutions (GDS)



- Planning, implementation and evaluation of corporate, business and functional strategies.
- Heading the analysis and implementation of ICT projects.
- Tendering for ICT projects that include proposals writing and presentation.
- Development software solutions for the clients.
- Configuration and management of web servers (XAMPP, LAMPP, Nginx), domainname registration, deployment of software solutions etc.
- Training clients on software solutions and facilitate adoption of new technology by clients.

2021 – 2022 Human Resource Specialist (Intern), Bharat Sanchar Nigam Limited (BSNL, India)



- Management of Human Resource Information System (HRIS) for the **biggest telecommunication company in India** with over 63 thousand employees.
- Training and Development of executive and no-executive staff members.
- Recruitment and Selection, Compensation and Welfare Management.
- Conducting a research project (study) on the following research topic “**Impact of Technology on Training and Development**”.
- Drafting of Policies and Procedures with BSNL Assistant General Manager

2014 – 2021 Software Developer, Real Image Internet (RI, Eswatini)



- Coordinated and monitored the delivery of ICT programme & project outputs.
- Development software solutions for the clients.
- Compiling proposals, presenting them to stakeholders and producing reports.
- Conducting trainings and also attended to customer complaints.
- Managing web servers and troubleshooting networks and software solutions.

2013 – 2014 Information Technology Officer, Municipal Council of Mbabane (MCM, Swaziland)



- Conducted business and systems analysis for various corporate applications.
- Administered and maintained IT applications, provided quality IT support.
- Development of software solutions and conduct training to staff members.

AWARDS

2020 Indian Council for Cultural Relations Scholarship

PROJECTS AMONG OTHERS

YEAR	PROJECT	POSITION & ROLE	CLIENT
2023	Human Resource for Health Strategic Plan Development	Consultant	World Health Organisation & Ministry of Health
2023	Health Labour Market Analysis	Core Investigator	World Health Organisation &

	Eswatini – Research Project		Ministry of Health
2022	Eswatini Youth Empowerment Programme (EYEP)	Systems Developer and Programmer	United Nations Development Programme (UNDP)
2022	Office Management System Implementation (Returns of Income for Companies & Individuals Module – balance sheet, income statement, company tax and individual tax; Immigration Module - monitor movement of business people from inside and outside Eswatini; Secretariat Module – for company registration that include shareholding, company profiling etc;)	Consultant	Resolutions Management Consultancy (RMC) (Pty) LTD
2022	Installation of Pastel Accounting Software (Sage 360) and monitoring it	Project Manager	Interfreight (Pty) LTD
2022	Mail Tracking System	Consultant	Municipal Council of Mbabane
2021	A study (research project) on Impact of Technology on Training and Development	Human Resource Specialist Intern	Bharat Sanchar Nigam Limited (BSNL, India)
2021	e-Vet Medical Substances System	Project Manager/ Software Developer	Ministry of Agriculture in Eswatini
2020	Jobs Eswatini USSD System	Project Manager	Swazi MTN and Global Development Solutions
2020	SWASA Technical Collaboration Platform and e-Learning Platform	Project Manager /Software Developer	Swaziland Standards Authority (SWASA)
2019	SharePoint 2019 Government Intranet	Software Developer	Government of Eswatini
2019	Phepha App (Android, iOS, Web, USSD & SMS solution)	Software Developer	Eswatini National Disaster Management Agency (NDMA)
2019	Timesheet Management System	Consultant	Resolutions Management Consultancy (RMC)
2019	Local Authorities Managers Association of Swaziland Official Website	Consultant	Local Authorities Managers Association of Swaziland (LAMAS)
2018	Swaziland Revenue Authority Official Website	Project Manager /Software Developer	Swaziland Revenue Authority (SRA)
2018	Royal Swaziland Sugar Corporation Official Website	Project Manager	Royal Swaziland Sugar Corporation (RSSC)
2017	Day Visit Survey System	Software Developer	Swaziland Tourism Authority (STA)
2017	Acquittal System and Liquidation SARS Provisional VAT of Refunds System	Consultant	Interfreight
2016	e-Water Billing System	Software Developer	Eswatini Water Services Corporation

2015	e-Documents and Records Management	Software Developer	Turbo Diesel
2015	Customer Self-Service System	Software Developer	Real Image Internet
2015	realSMS System (for sending bulky SMS, real-time banks SMS notification)	Software Developer	Real Image Internet
2015	Mkhiwa Hospital Management System	Project Manager/ Software Developer	Mkhiwa Private Hospital
2014	MTN Educare	Software Developer	Swazi MTN
2014	Municipal Council of Mbabane Official Website	Programmer	Municipal Council of Mbabane
2014	Salo-Mbabane Replication Project	Project Co-ordinator	Municipal Council of Mbabane
2013	Customer Complaints Management System	Programmer	Municipal Council of Mbabane

GENERAL MANAGEMENT SKILLS

International Business Development, Business Policy & Strategic Management, Change Management, Project Management, Data Analysis, Risk Management, Financial Analysis, Managerial Accounting, Marketing Management, Research and Development, Operations Management, Performance Management, HR Management General, Quality Assurance, Labour Relations, Compensation & Welfare Management, e-Business Development etc.

SPECIFIC MANAGEMENT SKILLS

- Communication and presentation skills
- Conflict management skills
- Decision-making skills
- Interpersonal skills
- Strong leadership skills
- Advanced mentoring and coaching skills
- Negotiation, persuasion, advocacy, networking, relationship building and stakeholder management skills
- Organisational skills (planning, budgeting, work prioritisation, time management)
- Research, analytical and problem-solving skills
- Strategy and policy development skills
- Team building skills
- Report writing skills
- Analytical skills

INFORMATION COMMUNICATION TECHNOLOGY SKILLS

Programming (Web, Desktop & Mobile Applications), Networking (Routing, TCP/IP protocols, Network Troubleshooting (LAN & WAN), Database Administration (MySQL Server, MongoDB, Oracle, Microsoft SQL Server), Computer Systems Support (Troubleshooting Computers, Printers, MS Outlook etc), Operating Systems (Linux, Mac OS, Windows), Windows & Linux Servers Administration, Search Engine Optimisation etc.

PUBLICATIONS, TRAININGS AND CONFERENCES AMONG OTHERS

2023 – Ministry of Health **Employee Satisfaction Survey Report**

2023 – Eswatini **Health Labour Market Analysis (HMLA)** by World Health Organisation (WHO)

2022 - MBA Dissertation on “**IMPACT OF TECHNOLOGY ON TRAINING AND DEVELOPMENT, A STUDY WITH REFERENCE TO BHARAT SANCHAR NIGAM LIMITED (BSNL), VISAKHAPATNAM, INDIA**”

2022 - Machine Learning Using Python Webinar facilitated by Botho University

2021 – Eswatini e-Government Forum hosted by Prime Minister’s Office of Eswatini

SOFTWARE’S AMONG OTHERS

Video Conferencing Software’s (Zoom, Microsoft Teams, Google Meet, Jisti Meet), Remote Desktop Access Software’s (Any-desk & TeamViewer), Microsoft Projects, Microsoft SQL Server, Microsoft SharePoint, Microsoft Office Kit, MySQL, MongoDB, Oracle, SPSS, IDE (Visual Studio, NetBeans, Android Studio), Packet Tracer, Windows Server etc.

PROGRAMMING LANGUAGES

Java, PHP, HTML5, JavaScript, Ruby on Rails, VB.net, ASP.net, NodeJS, AngularJS, Python (Machine learning).

ADDITIONAL SKILLS

Driving Full clean driving licence (light motor vehicle)

Languages Fluent English (degree level). Basic conversational level French (Beginner’s course).

INTERESTS AND ACTIVITIES

Professional Interests – e-Government, Open Data, Innovation & Entrepreneurship

Hobbies - Reading, travelling and sports

Societies - Member of the Andhra University Management Club

REFERENCES

Mr. Joseph Nkambule	Mr. Malla Satya Prasad	Mr. Mduduzi Magongo	Ms. Jane O. Yeboah
Information Technology Manager	Assistant General Manager	Managing Partner and Consultant	Deputy Resident Representative
Municipal Council of Mbabane (MCM)	Bharat Sanchar Nigam Limited (BSNL)	Global Development Solutions (GDS)	UNDP Niger
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