

MONICAH NJONJO

Technical Analyst

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### Experience

**Technical Analyst Consultant:** Remote working  
Development Gateway, January 2013 – Present

Business requirements elicitation from all stakeholders using interviews, business process descriptions.

Responsible for converting new requests and/or change requests to technical requirements with the architecture of the application in mind to ensure it follows the set out standards.

Act as the liaison between the clients (business) and the development (technical) team to ensure the business requirements are met.

Documentation (user manual) of both custom and inbuilt processes of the system.

Management of stakeholder expectations in delivery of change/custom requests and issues taking into consideration the priority level, resources available, budget, processes, procedures and contract in place.

Planning, managing and executing of sprints taking into consideration priority and budget.

Lead trainer in East and West African countries.

Ensure standards and best practices are followed.

Configuring system to support business processes of the client.

Remote support of 6 countries in East and West Africa.

### Achievements

Successful implementation of several projects in 6 African countries and signing of new contract under my leadership.

**Lead Quality Assurance Consultant:** Remote working  
Development Gateway, January 2012 – December 2012

Creating of test cases and executing for each sprint before release and managing the QA team to ensure timelines are met and reporting to Jira

Lead in ensuring the released features are within the boundaries of the business requirements and error free.

### Achievements

Guided many quality assurance tests for several released feature requests by clients based in Nepal, Kosovo and other Eastern Europe countries.

**Software Engineer:** Remote working  
Isys (Ke) Ltd, June 2008 - December 2011

Design and development of reporting module payroll solution.  
Research and recommend tools and technologies best used in implementing the solution.  
Documentation of processes.

**Achievements**

Advised on best practices in terms of standards of software development that led to a robust payroll solution.

**Lead Software Developer**, Kimetrica, March 2007 - May 2008

Project lead in the development of an online training and testing tool.

**Achievements**

Recognised as a dynamic and dedicate employee.

**Lead Software Developer**, Geomaps, August 2006 - March 2007

Lead role in system analysis, design and development of the automated parking ticketing system.  
Lead end user trainer

**Achievements**

Successful implementation and roll out of the automated packing ticket system.

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**Education**

**MBA (Strategic Management)**, University of Nairobi (Kenya) 2012-2013.

**Bachelor of Computer Science**, University of Nairobi (Kenya) 2002-2006.

**Certification**

**Business Analysis**, BABOK 2015

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**Projects**

**Aid Management Platform (AMP):** African countries both Anglophone and francophone support; product implemented in over 25+ developing across the globe.

**Results Data Initiative:** Government of Tanzania Health Dashboard

**Open Contracting:** Kenya

**Sustainable Development Goal (SDG) Tracker:** Tanzania, Moldova

**Epos:** Payroll and HR system, Danish companies.

**Automated Parking Ticket System:** Nairobi City Council  
**Online Training and Testing Tool:** Kenya Scout

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**Skills**

**Technology:** Oracle Database, Microsoft SQL Server, Jira, Slack, Oracle ERP.

**Soft Skills:** Team Player, Strong Communication Skills, Attention to Detail, Interpersonal, Analysis, Strong time management ability, Leadership, Strong Presentation, Self-Driven, Proactive, Action Biased, Flexible.

**Others:** Business Analysis, Quality Assurance, SDLC, Project Management, Project Scope Management, Budget Formulation and Management, Agile Methodologies and Client and Stakeholder Training, Client Driven, Remote working

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**International Exposure**

**Ethiopia**  
**Tanzania**  
**Uganda**  
**South Sudan**  
**Liberia**  
**The Gambia**  
**Denmark**