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PROFESSIONAL SUMMARY

Results-driven ICT and systems specialist with over 10 years of experience designing, developing, and managing technology-driven solutions for public sector institutions, UN agencies, and international development partners. Expert in full-stack web development, systems integration, and stakeholder engagement. Strong commitment to building effective relationships, continuous learning, and delivering results aligned with development goals.

PROFESSIONAL EXPERIENCE

Technical Advisor - Niger Youth Empowerment Programme (NYEP) - Consultant

United Nations Development Programme (UNDP - Niger) | 2025

- Conducted digital needs assessments aligned with inclusive innovation principles and SDG 16.9.
- Led the full-cycle technical advisory for the development of an online portal connecting youth with employment and internship opportunities.
- Conducted in-depth needs assessment, stakeholder analysis, and system requirements documentation for multi-user access (graduates, companies, administrators).
- Designed the system architecture and recommended appropriate technology stack, security protocols, and user interface strategies.
- Oversaw development of key portal modules including registration, profile management, internship requisitions, dashboards, and analytics features.
- Facilitated stakeholder engagement workshops, ensuring alignment of portal functionalities with user needs.
- Directed quality assurance processes including User Acceptance Testing (UAT), issue tracking, and resolution.
- Provided strategic guidance for continuous improvement, upgrades, and maintenance plans.

Web Portal Management – Eswatini Youth Empowerment Programme (EYEP)- Consultant

United Nations Development Programme (UNDP - Eswatini) | 2024 - 2025

- Provided technical support for the Eswatini Youth Empowerment Programme (EYEP) portal.
- Ensured security, user experience optimization, and timely updates.
- Coordinated with stakeholders including ISPs, UN procurement, and programme facilitators.
- Conducted portal documentation, data analysis, and stakeholder training.
- Introduced innovative tracking tools to monitor programme effectiveness and graduate outcomes.

Human Resource for Health Analyst - Consultant

The World Bank & Ministry of Health (Eswatini) | 2023 – 2025

- Implemented an HRIS system across health facilities, including server configuration and user training.
- Supported IT troubleshooting and conducted regular system maintenance.
- Developed and delivered HR system manuals and onboarding support
- Advised on recruitment, HR policy formulation, and compliance with labour laws.
- Conducted research and provided technical support for HR policy reforms.
- Contributed to HR audits, investigations, and workforce planning.
- Supported transformation initiatives by developing performance metrics and dashboards for improved service delivery.
- Provided thought leadership on talent acquisition, retention, and succession planning strategies.
- Oversaw the planning and execution of capacity-building workshops within the Ministry and also at World Health Organization (WHO) level.

Systems Developer – Eswatini Youth Empowerment Programme (EYEP) - Consultant

United Nations Development Programme (UNDP - Eswatini) | 2022 – 2023

- Developed and managed the Eswatini Youth Empowerment Programme (EYEP) portal with a focus on user-friendly design and functionality.
- Designed analytical dashboards and conducted stakeholder training.
- Contributed to the design and implementation of youth employment strategies in line with the national development agenda.
- Developed monitoring dashboards tracking youth placement and engagement metrics.

Technical Manager & Consultant

Global Development Solutions (GDS - Eswatini) | 2020 – 2022

- Led ICT project planning, implementation, and evaluation.
- Managed software development, server maintenance, and client training.

Human Resource Specialist (Intern)

Bharat Sanchar Nigam Limited (BSNL, India) | 2021 – 2022

- Managed Human Resource Information System (HRIS), facilitated training programs, and assisted in recruitment & policy drafting.

Software Developer

Real Image Internet (Eswatini) | 2014 – 2021

- Developed software solutions, led client training sessions, and provided IT support.

Information Technology Officer

Municipal Council of Mbabane (Eswatini) | 2013 – 2014

- Conducted business analysis and provided IT systems support & training.

KEY COMPETENCIES

- **Results Focus:** Proven record of delivering over 30 high-impact ICT projects on time and within budget.
- **Teamwork & Communication:** Collaborative and effective communicator, experienced in working with multidisciplinary teams and donor-funded projects.
- **Relationship Building:** Trusted by national ministries and UN agencies for long-term consulting roles.
- **Knowledge Sharing:** Skilled in user training, documentation, and building internal institutional capacity.
- **Continuous Improvement:** Passionate about learning and applying new technologies to enhance system efficiency and user satisfaction.

CORE SKILLS AND COMPETENCIES

- **Programming Languages**: Python (Django), JavaScript, Java, C#, PHP, Ruby
- **Web Technologies**: React, Angular, Node.js, HTML5, TailwindCSS, RESTful APIs
- **Database Systems**: PostgreSQL, MySQL, MongoDB, Oracle
- **Financial Systems**: Integration with Excel, ERP systems, and financial modeling tools
- **Tools**: Git, Docker, Jira, Visual Studio Code
- **Financial Process Automation**: Budgeting, forecasting, and financial reporting workflows
- **Other**: Excellent analytical thinking, problem-solving, and adaptability under pressure
- Project management

PROJECTS AMONGST OTHERS

Year	Project	Client	Outcome
2024	Human Resources Information System (HRIS) (Funded by World Bank)	Ministry of Health, Eswatini	Fully implemented and operational
2023	HR Strategic Plan (WHO-funded)	WHO & Ministry of Health	Finalized and adopted
2023	Health Labour Market Analysis (WHO-funded)	WHO & Ministry of Health, Eswatini	Used for HR planning
2023	Employee Satisfaction Survey (Funded by World Bank)	Ministry of Health, Eswatini	Report submitted and applied
2022	Eswatini Youth Empowerment Portal	UNDP	Deployed and actively used
2022	Office Management System	RMC (Pty) LTD	Modules developed and in use
2022	Pastel Software Installation	Interfreight (Pty) LTD	Installed with training completed and operational

2021	Tech & Training Study	BSNL (India)	Archived and used for planning
2020	Jobs Eswatini Portal	Swazi MTN & GDS	Active job listings online
2020	SWASA Collaboration Platform (EU)	SWASA	Fully functional and in use
2020	SWASA e-Learning Platform (EU)	SWASA	Platform operational
2019	SWASA e-Store Platform (EU)	SWASA	Platform functional
2019	Phepha App (Multi-platform)	NDMA	Deployed for alerts
2019	Timesheet Management System	RMC	Used for productivity tracking
2018	ERS Website	ERS	Live website deployed
2018	EHB Website	EHB	Launched and in use
2017	Day Visit Survey System	Tourism Authority	Data collection active
2016	e-Water Billing System	Water Services	Implemented and functional
2015	e-Documents & Records System	Turbo Diesel	Records system in use
2015	Customer Self-Service System	Real Image	Self-service enabled
2015	realSMS System	Real Image	Messaging operational
2015	Mkhiwa Hospital System	Mkhiwa Hospital	In use for patient records
2014	Salo-Mbabane Replication	Municipal Council	Project delivered
2013	Customer Complaints System	Municipal Council	Complaint system launched

ACADEMIC QUALIFICATIONS

- **Master of Business Administration (MBA), Human Resource Management**
  Andhra University, India | 2020 – 2022
  Thesis: Impact of Technology on Training and Development – A Study on BSNL, India
- **Post Graduate Diploma in Management (PGDM)**
  Regent Business School, South Africa | 2019
- **Diploma in Information Technology Management (DITM)**
  Alison, UK & Ireland | 2015 – 2016
- **Associate Degree in Information Technology (ADIT)**
  Limkokwing University of Creative Technology, Eswatini | 2011 – 2014

INDUSTRY CERTIFICATIONS

- Intellectual Property Rights – Sri ABR Government Degree College (2025)
- Information Technology for Business – Andhra University (2023)
- Global Business Environment & Economics – Andhra University (2023)
- Advanced Professional Certificate in Project Management – MSBM, UK (2022)
- Digital & Social Media Marketing – Indian Institute of Management (2021)
- Advanced Microsoft Excel – Data-Skills (2021)
- Financial Markets (Share Market, Mutual Funds, Insurance & Banking) – Shine Projects (2021)

AWARDS & RECOGNITION

- Indian Council for Cultural Relations (ICCR) Scholarship (2020)

LANGUAGES

- English (Fluent)
- SiSwati (Fluent)
- French (Basic)
- Chichewa – Basic (familiarity through regional collaboration)

ADDITIONAL INFORMATION

- Full clean driving license (Light Motor Vehicle)
- **Interests:** e-Government, Open Data, Innovation & Entrepreneurship
- **Hobbies:** Reading, Traveling, Sports
- **Member:** Andhra University Management Club

REFERENCES

- **Mr. Joseph Nkambule**
  Information Technology Manager – Municipal Council of Mbabane
  Email: josephn@mbacity.org.sz | Phone: +268 7604 5151

- **Mr. Malla Satya Prasad**
  Assistant General Manager – BSNL India
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- **Mr. Mduduzi Magongo**
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