Lerato Mokoena

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CAREER PROFILE

Recent Bachelor of Commerce (Information Systems) graduate seeking a Junior Business Analyst / Graduate Programme role. Strong practical experience from a final-year systems project and internship exposure, with skills in requirements gathering, Excel, SQL basics, and clear stakeholder communication. Known for reliable delivery, organised documentation, and learning new tools quickly.

KEY SKILLS

- Requirements gathering and user stories (basic)
- Process mapping and documentation
- Microsoft Excel (PivotTables, VLOOKUP/XLOOKUP, basic dashboards)
- SQL (SELECT, JOIN basics) and data quality checks
- Presentation writing and meeting minutes
- Teamwork and cross-functional communication
- Time management and task tracking
- Customer service and conflict handling (from part-time work)

EDUCATION

Bachelor of Commerce (Information Systems) – University of Mpumalanga, 2024

- Relevant modules: Systems Analysis and Design, Database Fundamentals, Project Management, Business Communication
- Final-year average: [Add if strong and accurate; otherwise delete]

PROJECTS (SELECTED)

Final-year project: Clinic Appointment Booking Prototype – 2024

- Gathered requirements through short interviews and a simple questionnaire with 10+ participants (students and community members) and documented user needs.
- Created process flow diagrams and a basic requirements document (scope, assumptions, user roles and key screens).
- Built a working prototype and tested it with users; captured feedback and updated the feature list for a second iteration.
- Tools used: Excel (tracking and analysis), documentation templates, basic SQL queries for sample data.

Mini project: Excel Reporting Dashboard – 2023

- Cleaned a raw dataset (duplicates, missing values) and created a summary dashboard for

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monthly trends.

- Built PivotTables and charts, and wrote a one-page explanation of insights and recommended actions.

WORK-INTEGRATED LEARNING / INTERNSHIP EXPOSURE

Administrative Intern (Work Exposure) – Local Training Centre
Jan 2024 – Mar 2024

- Supported registration admin, filing, and document control for learner records and attendance registers.
- Captured data into spreadsheets and did basic checks to reduce errors (missing ID numbers, incorrect dates).
- Assisted with scheduling and communication to learners (reminders, confirmations) and kept a simple call log.
- Learned professional email writing, document naming conventions, and handling confidential information.

ADDITIONAL EXPERIENCE

Part-time Sales Assistant – Retail Store
Jun 2022 – Dec 2023

- Helped customers with product queries, returns and basic troubleshooting.
- Handled cash-ups and reconciled simple daily figures with the supervisor.
- Worked shifts during peak periods while managing university deadlines.

CERTIFICATES AND SHORT COURSES

- Introduction to Data Analysis (short course) – 2024
- Microsoft Excel Intermediate (short course) – 2023

REFERENCES

Available on request.

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