



Shazia Levack's Resume

Personal Details

Phone Number +27 78 801 2551
Email shazia.levack03@gmail.com
Location Western Cape, Cape Town Region
Nationality South Africa (ID: 7112030223081)
Age 45 (03 Dec 1971)
EE/AA Status Coloured Female
Driver's Licence Light Vehicle 3,500kg (Since 2002-06-01)

My Next Job

Preferred **IT Business Analyst**
Western Cape
Contracting position in the Business Analysis (IT sector)
Notice Period: One Month

Career Summary

Company	Position	Duration
Old Mutual	Lead Business Analyst (BI)	April 2018 - Current
Gijima	IT Business Analyst	Oct 2012 – April 2018
Mutual & Federal	Business Analyst	Jul 2009 – Sep 2012
Healthbridge	Business Operations Analyst	May 2006 – Jun 2009
Metropolitan Health Group	Claims Team Leader	Dec 2004 – Apr 2006
Eternity Health	Claims Editor	Sep 2003 – Nov 2004
MX Health	Hospital Assessor	Apr 2002 – Aug 2003
Fedsure Health	Quality Controller	May 1996 – Aug 2001
Medscheme	Hospital Assessor	Apr 1994 – Apr 1996
AMA	Telephone Enquiry Clerk/Relief Clerk/Claims Assessor	Sep 1990 – Mar 1994

Skills

Current

Expert/Specialist

Claims Assessing
SME – Labelling System
SME – Financial Stock take System

Extensive

Communication Skills
Internet and E-Mail
Microsoft Excel
Microsoft Power point
Microsoft Word
Problem Solving Skills
Quality Control

Solid

ARIS
BPMN
BPM
Bizagi
MS Project
SQL
Visio
TFS, Jira
SAP Retail
Point of Sale (POS System)

Employment

April 2018 – Current

Lead Business Analyst BI (Old Mutual)

Western Cape, Cape Town Region
R58 760 per Month Basic Salary
Annual and Sick Leave Benefits
Fixed Contract

Analyses past, present and future business environment
Works closely with systems analyst/IT business analyst and project manager to design and implement solutions
Compiles test cases
Performs impact testing, systems and user acceptance and implements changes or new applications
Ensures all testing protocols are adhered to
Investigates and defines requirements for business processes and system changes
Analyses business processes to determine problems, risks and opportunities for improvement
Interacts with internal and external stakeholders
Contributes in sessions for end-users, including training
Provides input to the documentation of requirements including data modelling, interface layouts, data flows, screen and report layouts
BI Reporting and Analytics
Compiles Epics, Features and User Stories in Microsoft Teams

Contributes to the solution design including new business processes, system requirements and impacts on people
Contributes to strategies and guidelines to improve the business environment
Provides input to management (both IT and business) on business procedures and policies

Oct 2012– April 2018

IT Business Analyst (Gijima)

Western Cape, Cape Town Region
R42232.40 – R52840.00 Per Month Basic Salary
No Benefits
Contract Intermediate position

Systems and business analysis
Interact with relevant internal and external business/system owners to gather business/system requirements
Document Business and Functional Requirements
Compile Use Cases, User Stories and/or Personas
Set up review sessions with stakeholders to ensure sign off
Business/System process modelling – Aris
Dataflow Diagrams, Entity Relationship Diagrams, Conceptual Solution Diagrams
Subject Matter Expert – Labelling System
Subject Matter Expert – Financial Stock take System
Subject Matter Expert – In-store System (ISS)
Compile Test Cases
Communicate upcoming changes with the testing team
Ensure SIT and QA testing environments have been set up
Assist with SIT and UAT Testing
Resolve defects and system issues
Communicate business/system changes to the end users and business/system owners before go live
Document user training manuals
Prepare relevant branches/stores for pre-pilot deployments
Manage change requests from creation to production implementation
Attend weekly progress/feedback meetings
Arrange Application access for internal and external resources
Provide branch support with the resolution of operational issues
Communicate with internal and external development teams

Reason for Leaving: Project nearing completion

Jul 2009– Sep 2012

IT Business Analyst (Mutual & Federal)

Gauteng, Johannesburg Region
R35446.40 Per Month Basic Salary
No Benefits
Contract Intermediate position in the Insurance (Financial) sector

Facilitation of JAD sessions
Gathering/Documentation of business requirements
Documentation of business cases
Documentation of business functional specifications
Documentation of user functional specifications
Documentation of design and technical specifications for business reports
Resolution of application, development and maintenance defects logged
Resolution of application, development and maintenance support calls logged for TIA, BPM, Staffware and Omunet

BPM maintenance, enhancements and user configuration
BPM testing - Pre Dev, QA and UAT TIA maintenance, enhancements and user configuration
TIA testing - BAQA, UAT
Staffware - maintenance of Staffware maps
LDAP Ad hoc project management of small projects
RANSYS admin support - importing files, compiling reports, maintenance and technical support
Branch Relationship Consultant - monthly branch visits

Reason for Leaving: Relocated to Cape Town

Apr 2006– Jun 2009

Business Operations Analyst (Healthbridge)

Gauteng
R24000.00 Per Month Plus Quarterly bonus
Medical Aid, Pension Fund, Food Allowance
Permanent Intermediate position

Product Manager - Central Routing and Web switch/ ISA Templates Build, Test, Pilot and deploy Templates and Central routing Build and test Install shields
Configure routing gateways
Monitor funder gateways
Set up Funder profiles
Build and maintain product enablement files for HS3 and PMA
Handle Central Routing exception reports
Assign routing codes and rules for Templates and Central Routing
Assist with training and coaching of Business Operations Analysts
Escalation point for all funder queries (Edi Claims queries, Electronic Remittance Advices, PMA support queries)
Assist on ad hoc basis with batch confirmations and queries
Write up business cases and test cases
Review functional specifications
Maintain relationship with Funder IT support staff
Maintain relationship with Medprax, Pracmed (Key Account Manager), Medikredit, PPN, Opticlear, Iso Leso, Denis, Dental Risk Company
Maintain Daily Claims Volumes report for Medscheme and Discovery Health
Attend weekly / Bi-weekly operational meetings with various funders
Ensure internal and external SLA's are met and maintained
Continuously review operational workflow, controls, systems and methodology and recommend enhancements
Analysis of funder query reports to plot funder trends
Analysis of PMA integrations
Project management of PMA integrations
Upload weekly provider files onto funder ftp sites
Assist the call centre with training and escalations
Maintain eDirect configurations
Assist with Pathology and Hospital batch confirmations and queries

Reason for Leaving: no growth

Dec 2004– Apr 2006

Claims Team Leader (Metropolitan Health Group)

Gauteng
R15000.00 Per Month Commission Only
Medical Aid, Pension Fund
Permanent Senior position

Monitoring quality and quantity of workflow
Training and motivating claims assessors
Routing and streamlining work flow
Assisting staff and call centre with queries
Admin and correspondence: written and telephonic (internal and external)
system enhancements
Run daily web reports
Attend monthly operational review meetings
Quality Assurance Claims assessing
Succession planning
Daily management of eight assessors
Performance Management

Reason for Leaving: Transport

Sep 2003– Nov 2004

Claims Editor (Eternity Health)

Gauteng
R12000.00 Per Month Commission Only
Medical Aid, Pension Fund
Permanent Intermediate position

Medical Claims Validation
Data Capturing of Medical claims
Editing Medical claims for Profmed
Capturing and editing Foreign Medical claims (Namibia and Swaziland)
Auditing: tariffs requiring authorization

Reason for Leaving: Better prospects

Apr 2002– Aug 2003

Hospital Assessor (MX Health)

Gauteng
R10000.00 Per Month Basic Salary
Medical Aid, Pension Fund
Permanent Intermediate position

Assessing hospital claims
Corrections and reversals of hospital claims
Reprocessing of short payments
Quality control of hospital claims

Reason for Leaving: Better prospects

May 1996– Aug 2001

Quality Controller (Fedsure Health)

Gauteng
R13000.00 Per Month Commission Only
Medical Aid, Pension Fund
Permanent Intermediate position

Correction of Medical claims
Quality Control of Assessors
Hospital Claims Assessing
High payment reconciliations
Member benefit reconciliations
Ex-gratia payments
Claim reversals Special projects - reversals project and membership underwriting

Escalated Telephonic queries: Members and suppliers
Customer Services overflow
Loading of medical tariff codes

Reason for Leaving: Retrenched

Apr 1994– Apr 1996

Hospital Assessor (Medscheme)

Gauteng
R6000.00 Per Month Basic Salary Plus Commission
Medical Aid, Pension Fund
Permanent Intermediate position

Assessing Hospital claims
Assessing normal GP and Specialist claims on ad hoc basis
Assessing pathology claims on ad hoc basis
Assessing pharmacy claims (scripts)

Reason for Leaving: Better prospects

Sep 1990– Mar 1994

Telephone Enquiries Clerk/ Relief Clerk/ Claims Assessor (AMA)

Gauteng
R4500.00 Per Month Basic Salary
Medical Aid, Pension Fund
Permanent Junior position

Telephone enquiries for Meds, Anglo, AECI, and Rennie's Medical Aids
Allocation of Membership numbers
Credit control - membership contributions
Claims queries
Issuing of Membership and Tax Certificates
Assessing Hospital claims
Assessing normal GP and Specialist Medical claims

Reason for Leaving: Better prospects

Education

Jun 2017 **Business Systems Analysis
Diploma at UCT (GetSmarter)**

Jun1990 **Medical Technology
Diploma at Natal Technikon (Incomplete)**
Chemistry, Anatomy and Physiology, Physics and Calculus

Nov 1989 **Exemption
Grade 12 / Matric at Little Flower Secondary School Ixopo
(Secondary/High School)**
English, Afrikaans, Mathematics, Physical Science, Biology, Geography

Languages

Current

Zulu–Speak

Afrikaans–Speak, Read, Write

English–Speak, Read, Write
