

Curriculum Vitae
of
Alvinah Hlamalani Usiba

PROFILE:

- 10 years' experience within Technical, Engineering and Architecture in Telecommunication sector and supporting different sectors: Financial Services Sector, Public Sector, Telecoms, Direct and Indirect Partners.
- Strong technical, business development and pre-sales background in both Fixed and Mobile Networks
- Managing Solutions from end to end including managing Partners, Transmission Team and Project Managers
- Management of customers and supplier expectations
- Provide Leadership, administration and advising Direct and Indirect Partners with the best Solutions
- Interfacing between stakeholders : other departments, Internal teams, Commercials, Products Team and our suppliers to help develop scoping and pricing strategy
- Managing and directing all solutions provided to the Business Enterprise customers
- Provide Roadmaps, planning, develop the design/architecture for the solutions provided and engage with the Engineers for the implementation of the solutions provided.
- Technology champion in the evolution of new technologies that arises.
- Work on the target based model that brings revenue for the business.
- Top Archiver Vodacom Solutions Architect 2016-2017
- Vodacom Star Solution Architect 2016-2017
- Acting Manager: Business Solutions Architecture : March-May 2018

Personal INFORMATION:

Name of candidate	Alvinah Hlamalani Usiba
Known as	Hlami
ID number	8109060544088
Nationality	South African
Residential area	Kibler Park, Johannesburg South
Area of preference	Open
Race	Black
Gender	Female
Contact Number	082 998 5822
Email Address	Alvinah5@yahoo.com

EMPLOYMENT SUMMARY		
COMPANY	PERIOD EMPLOYED	POSITION HELD
Vodacom South Africa	February 2014-Current	Senior Specialist: Converged Solution Architecture
Neotel	May 2013-January 2014	Solutions Architect
Vodacom South Africa	Oct 2008 – April 2013	Specialist: Converged Solution Architecture
Investec Bank	May 2006 – Sep 2008	Voice Support Engineer
Saab Grintek	Apr 2005 – May 2006	Voice & Data Technician

EMPLOYMENT DETAILS

Company Name:	Vodacom South Africa
EMPLOYMENT DATES:	February 2014-current
POSITION:	Senior Specialist: Converged Solution Architecture
RESPONSIBILITIES:	<ul style="list-style-type: none"> • Interact with customers to gather technical requirements, architect/design customer networks and compile solution proposal documentation in the converged communication space as part of the Sales process. • Perform role of interface between customer, commercial and technical entities by translating between business requirements and technical specifications. • Provide a solution focused consultancy service to clients e.g. blue chip companies, SMEs, local, provincial and national government. This will be in support of sales and presales colleagues, which will entail the analysing of complex customer requirement • Develop scoping and pricing for the services offered on the solutions • Provide high level assistance and support prior to solution implementation, during solution implementation and post solution implementation • Build and maintain productive relationships with key clients, internal groups within the company, suppliers and partners. • Deliver presentations to customers on existing and emerging technologies as well as the benefits or impact of these on customers. • Convert proposed solutions into sales through high quality solution documentation, presentations, client engagements • Translate the strategic intent into clear deliverables for the enterprise and fixed technology portfolio • Provide strategic direction and technical oversight pertaining to the implementation of new tools, technologies, solutions and methodologies • Work with the PMO, Networking and Sales team in order to Implement a cross-functional solution development model • Identify opportunities within client environments for solutions or new product development • Respond to business and wholesale customer queries as per request for information (RFI) and request for proposal (RFP) documents • Partner with relevant internal and external stakeholders to support and improve service delivery • Working collaboratively with other Vodacom OpCos • Conduct research on and keep abreast of ICT trends to identify new product opportunities. Utilise solution design experience and expertise to provide input into and create architecture for new product development. • Regularly meet with the internal parties; e.g. Products and Engineering teams; as well as external parties; e.g. suppliers and partners; in order to understand internal and external roadmaps, technology strategies and product strategies. • Review and assess all existing products and services or those being considered by Vodacom in terms of its applicability

and impact on business customers.

- Responsible for the pricing, designing, evolving and innovation of the core solutions Architecture to ensure that voice and data is efficiently and effectively delivered accurately using the correct design of the Quality of Services, voice and data is being delivered using MPLS with approved Access (Fibre, 3G, Microwave, ADSL, Diginet), Broadband Mashing technology
- Remain abreast of the latest Technology and products being offered at Vodacom in order to advice customers with the new products and the benefit.
- Business development for advanced services offered
- Dealing with Network Security, API Security, Unified communication (VoIP, Voice, Video, Cloud), Fixed and mobile communication, Cloud and dedicated Hosting, Virtualization and Dedicated Access Medium, Azure and SAP platforms

COMPANY NAME:	NEOTEL	
EMPLOYMENT DATES:	May 2013	January 2014
POSITION:	Solutions Architect	

RESPONSIBILITIES:		
<ul style="list-style-type: none"> • Create high-level comprehensive solution design that address the needs of the key stakeholders from the business and solution delivery • Review and provide input into key aspects of the business case and work effort for specific project • Review and provide input into functional and non-functional requirements • Provide requirements to product development that drive strategic direction for business, application, information and technology architecture • Compile formal technical and commercial proposal responses to RFP's, RFB, RFQ and RFI's • Attend the briefing sessions and customer meeting in order to gather more information regarding the customer's requirements • Develop proposal for the Enterprise and Public sector/Government Tenders base on: Telco changes, financial reasons, creativity drives, unified communication, telepresence (Video conference) 		

REASON FOR LEAVING:	More Scope of work and new technology	
COMPANY NAME:	Vodacom South Africa	
EMPLOYMENT DATES:	Oct 2008	April 2013
POSITION:	Specialist : Converged Solution Architecture	

RESPONSIBILITIES:		
<ul style="list-style-type: none"> • Interact with customers to gather technical requirements, architect/design customer networks and compile solution proposal documentation in the converged communication space as part of the Sales process. • Perform role of interface between customer, commercial and technical entities by translating between business requirements technical specifications. • Provide a solution focused consultancy service to clients e.g. blue chip companies, SMEs, local, provincial and national government. This will be in support of sales and presales colleagues, which will entail the analysing of complex customer requirement • Provide high level assistance and support prior to solution implementation, during solution implementation and post solution implementation • Build and maintain productive relationships with key clients, internal groups within the company, suppliers and partners. • Deliver presentations to customers on existing and emerging technologies as well as the benefits or impact of these on customer • Identify opportunities within client environments for solutions or new product development • Respond to business and wholesale customer queries as per request for information (RFI) and request for proposal (RFP) 		

documents	
<ul style="list-style-type: none"> • Conduct research on and keep abreast of ICT trends to identify new product opportunities. Utilise solution design experience expertise to provide input into and create architecture for new product development. • Regularly meet with the internal parties; e.g. Products and Engineering teams; as well as external parties; e.g. suppliers partners; in order to understand internal and external roadmaps, technology strategies and product strategies. • The product being involved include MPLS, Voice, Access (Fibre, 3G, Microwave, ADSL, Diginet), Security, VoIP, Hosting and Dedicated Internet Access, GSM 	
REASON FOR LEAVING:	Exposure on the career level needed

COMPANY NAME:	Investec	
EMPLOYMENT DATES:	May 2006	Sep 2008
POSITION:	Voice Support Engineer	
RESPONSIBILITIES:		
<ul style="list-style-type: none"> • Ensure that the Nortel Meridian PBX, Stella Nova Reporting tool, Symposium, ICM, Nice Voice Loggers, Wall Boards, Meridian Mail, IVR and CCR are available for users to make and receive calls, and receive and listen to voicemail messages • Monitor call centre performance; recording conversations; client interactive queries; scripting; queue messages and providing management reports on telephone usage • Respond to and resolve user questions about problems with, and requests for, enhancements to the application/service • Support and maintain Cisco VoIP phones using Call Manager • Ensure that people can make and receive calls on Cisco devices • Respond to and resolve user questions about Cisco phones • Manage and co-ordinate all components / interfaces on Local Area / Wide Area Network including IP Telephony Voice (Telephony) and all associated branches • Ensure the smooth operation of communication networks in order to provide maximum performance and availability • Troubleshoot and resolve Voice/VoIP problems Ensure all Infrastructure Documentation is up to date • Installation and configuration of Cisco devices (Cisco Call Manager, Routers and switches • Maintain an in-depth knowledge of routing protocols EIGRP, BGP, OSPF. 		
REASON FOR LEAVING:	Exposure on the different Technologies and Career Move	

COMPANY NAME:	SAAB Grintek	
EMPLOYMENT DATES:	Apr 2005	May 2006
POSITION:	Voice and Data Technician	
<ul style="list-style-type: none"> • Configuration, maintenance and support of Meridian (Option 11c, 61c, 81c) PABX, BCM (Business Communication Manager) Passport 8600 and Baystack Ethernet Switch. Ensure that people can make and receive calls on Cisco devices • Respond to and resolve user questions about Cisco phones • Manage and co-ordinate all components / interfaces on Local Area / Wide Area Network including IP Telephony Voice (Telephony) and all associated branches • Ensure the smooth operation of communication networks in order to provide maximum performance and availability • Troubleshoot and resolve Voice/VoIP problems, Ensure all Infrastructure Documentation is up to date • Installation and configuration of Cisco devices (Cisco Call Manager, Routers and switches • Maintain an in-depth knowledge of routing protocols EIGRP, BGP, OSPF. 		
REASON FOR LEAVING:	Career Move	

SECONDARY QUALIFICATIONS

<u>INSTITUTION</u>	<u>QUALIFICATION</u>	<u>YEAR</u>
Mtititi High School	Matric	1998

TERTIARY QUALIFICATIONS

<u>INSTITUTION</u>	<u>QUALIFICATION</u>	<u>YEAR</u>
University of Johannesburg	MPhil: Engineering Management <ul style="list-style-type: none">• Project Management• Engineering Management• Advanced Engineering Economics• Product Development and Marketing• Reliability Management• Systems Engineering Management• Minor Dissertation	2018-in Progress
University of Johannesburg	Computational Intelligence for Industry	2019
University of Northwest	Master Class: Internet of Things(IOT) (NQF 8)	2018-2019
University of Northwest	Certificate: Creating Leadership and Personal Capacity (NQF 8)	2017
University of Pretoria	BSC Hons :Technology Management <ul style="list-style-type: none">• Operation Management• Quality Management• Organisation and Innovation• Systems Engineering• Engineering Economics• Technological Entrepreneurship• Project Management• Logistics Engineering	2016
Tshwane University of Technology	BTECH: Communication Networks <ul style="list-style-type: none">• Research Methodology• Communication Networks• Information Security• IT Management• Project Management• Knowledge Management• Software Engineering and Design	2008
Tshwane University of Technology	Diploma: Engineering Computer Systems <ul style="list-style-type: none">• Mathematics• Digital systems	2005

	<ul style="list-style-type: none"> • Programing • Electronics • Networks Systems 	
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OTHER TRAINING / COURSES

<u>INSTITUTION</u>	<u>CERTIFICATE</u>	<u>YEAR</u>
Amazon Web Services	AWS Certified Cloud Practitioner	2019
Fortinet Technical Training	The Fortinet Security Fabric	2018
Fortinet Technical Training	Fortigate Firewall High-End Products	2018
Fortinet Technical Training	Security Information and Event Management	2018
Fortinet Technical Training	Fortiweb Web Application Firewall	2018
Fortinet Technical Training	Wireless Infrastructure products	2018
Fortinet Technical Training	The Threat Landscape	2018
Foster Miller	TOGAF Architecture and Design	2016
Torque IT	CCVP	2008
Foster Miller	ITIL Certificate	2007
Voice Clinic	Business Communication	2007
Majestic Training	CCNA	2007
Torque IT	CCNP	2006
Nortel Networks	NNCSS Succession BCM 3.0 Telephony Standards and Protocol for IP Telephony	2006
Technical Training Solutions Africa	Contivity Secure IP Services Gateway Business Communication Manager	2005

REFERENCES

Name and Surname	Contacts	Company
Mfanasibili Ngwenya	0829989342	Vodacom
Mr. Vusi Dumezulu	0836166027	SAAB Grintek
Miss Patricia Kekana	0733528361	Investec Bank