

# ERICK K. KALABAMU

*Information Technology and Systems Disruptor*

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Location: Randburg, Johannesburg, RSA

## Personal Summary

- Highly trained and qualified Information Technology and Services specialist with 12 years of professional experience in Technology Management and Service Delivery in Telecommunications, Financial Technology, and the Banking industry
- Skilled in the preparation and implementation of ICT strategies and Information Management policies to ensure effective and secure delivery of IT projects and services
- Strong understanding and implementation of IT and IS Governance best practices
- Solution oriented and able to handle stakeholders at different C-Suite levels with great presentation, interpersonal and negotiation skills.

## Academic Background

**Master of Management in the field of Digital Business (Digital Finance Major)**  
Witwatersrand Business School – January 2020 – December 2021

**Postgraduate Diploma in Business Administration**  
Witwatersrand Business School – 2018

**Bachelor of Science in Computer Science**  
University of Botswana – 2003 to 2007

**International General Certificate in Secondary Education**  
Rainbow High School - 2002

## Professional Training

- **The Open Group Architecture Framework**, Faculty Training Institute, Johannesburg, South Africa (April 2016)
- **IT Management** – Service Management, Incident Management, Change Management, Problem Management
- **Solution Delivery**: Design and implementation of Financial Technology, Telecommunications (Business Support Systems and IT Operations) and Digital Platforms
- **Agile, Lean & Traditional Project Management** – Customer Software Development, Database Design (RDBMS), System Engineering, Systems Migration/Integrations, Enterprise Implementations
- **Program Management** – Requirement Analysis, ROI Analysis, Costing and Budgeting, Project Scheduling, Testing/Quality Assurance/Rollout/ Support
- **Value Added Leadership** – Cross-Functional leadership, Team building and Mentoring, Client relations and presentations, Business & IT Planning, Vendor Management
- **IT Portfolio Management** – Change and release management of IT Systems

## Skills and Competencies

## Technical Skills

- **Programming** – Java, PHP, C#, Dot Net, C++
- **Business Support Systems** – CRM, ERP, Online Charing Platforms, Service Oriented Architecture, Enterprise Service Bus Architecture, Electronic Voucher Manager, SCPs, vMSE, HLRs, Diameter Charging Control, Mediation, Value Added Services, Diameter Integration and Routing
- **Web Services** – SOAP, WCF, RESTful, XML, WSDL, API Gateways, CI/CD, DevOps
- **Google**: RCS, Analytics
- **Digital Financial Services**: Mobile Money, Mobile Banking, Payments Systems
- **Databases** – Oracle, MySQL, MongoDB, PostgreSQL
- **Data Structuring, Analysis and Management**
- **Payment Standards**– ISO8583 Financial Management Standard, EMV, Payment Gateways, Online Payments
- **Operating Systems** – Windows, Linux, Unix
- **Project Management Tools** – JIRA, Confluence
- **Omni-Channel Designs** – USSD, Web, Mobile App, STK

**Senior Solutions Architect**

VAS X – Cell C Account, Johannesburg South Africa – April 2019 to date

**The Role:** Analyze, design, verify, validate solutions, and provide post implementation support for business requirements and problem specific to the BSS domain and any associated touch points. Design and support solutions that enable achievement of goals, provision of services/capabilities and improve operational efficiencies, increase revenue, and improve customer experiences of the organization on behalf of the various stakeholders

**Key Achievements:**

- Managed a team of developers, service delivery managers and application support in the on-boarding and maintenance of mobile virtual networks, support of billing platforms and development of wholesale solutions
- Worked very closely with Senior Management team for infrastructure, data warehouse and billing in re-designing and implementation an operation manual for data collection capacity to Huawei Mediation
- Designed and Implemented an omni channel subscriber management solution that ensures that all core elements such as HLR profile, Reverse Billing and CRM data is migrated with little to no impact to subscribers
- Successfully on-boarded multiple Mobile Virtual Network operators onto the Cell C network ensuring integration into the existing APIs and platforms.
- Developed a fully automated solution that will enable Wholesale Department to successfully bill for Application to Person SMS for hosted MVNOs
- Coordinated both domestic and offshore resources to cover various applications and environments over several client applications across the wholesale and retail portfolio.
- Play a key role in solution design and implementation by creating work break down structures and architectural deliverables
- Design and Implement Point of Presence solutions for key roaming partners

**Senior Solutions Architect – Europe, Middle East, and Africa**

Juvo Mobile Inc, San Francisco/Johannesburg – April 2018 to May 2019

**The Role:** Leading Technical teams whilst assisting Sales teams in evolving existing Juvo's Financial Services Cloud products and designing new features and products in collaboration with customers and integrating partners across the value-chain. Analyzed market trends to determine competitive threats and identify opportunities.

**Key Tasks:**

- Continuously adapting Juvo's AWS Cloud suite of services to Africa Markets with regards to Technical Sales Approach, Solution Design, Architecture and Optimization
- Integrated with Billing Support Systems such Huawei OCS and Ericsson IN
- Added three new partnerships in Africa bringing in Revenue of 2 million USD per year
- Designed efficient solutions for Juvo that have improved implementation time by 60%
- Trained partners on Juvo solution suite ensuring all gaps are identified and addressed effectively
- Scoped resources and capabilities that are required to effectively implement Juvo AWS Cloud solutions in Africa
- Improved project management processes by ensuring all task and responsibilities are tracked and all records are maintained
- Rolled out solutions for Juvo in Africa that have gone through risk assessment, remediation planning and control and thus ensuring successful change and release management
- Recognize and articulate opportunities for efficiency and effectiveness and implement the approaches best suited to project goals.
- Improved Software Development process by 80% by building sets of libraries, reusable components and best practices

- Integration with various MNO payment platforms to enable quick access to cash loans and device financing opportunities

**Reason for Leaving:** End of contract

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## Professional Experience

### **Senior IT Manager: Mobile Financial Services**

Airtel Africa – August 2014 to December 2017

**The Role:** Served as the lead technical expert on Mobile Financial Services projects, contributing to the technical direction for all solutions and ensuring the financial technology system was efficiently utilized at Airtel Africa Operations. In this role I overlooked the Development and Operations teams in the Financial Services department.

#### **Key Achievements:**

- **Technology Strategy:** Designed and implemented Mobile Money platform with 150 TPS for Airtel Tanzania, Kenya, Uganda, and Rwanda using various technologies such as Java, AWS, Apache and PHP on Unix multi-tiered environment utilizing microservice architecture.
- **Project Management:** Design and developed Business Intelligence platform that extended service offerings to various departments and increased visibility to Executive Committee. Held key leadership roles in integrating with payment systems such Selcom Online, Mastercard, VISA, Western Union and multiple Banks.
- **Data and Information Management:** Directed the data and functional migration from previous Mobile Money platform to new Mobile Money platform.
- **Cost and Budget Management:** Effectively managed IT budget and monitored expenses to ensure all spend / and or investments are in line with approved budget plan
- **Development Management:** Lead and supervised internal and external staff dedicated to various programming and Java development projects
- **Risk Management:** Proactively planned and provided adequate infrastructure capacity that helped the organization to eliminate potential risk and attain the set business objectives

**Reason for Leaving:** Relocated to South Africa

### **Senior Administrator: Mobile Finance, Revenue Assurance and Fraud Systems**

Zantel – June 2012 to July 2014

**The Role:** Provided System Design, Development and Support of the Mobile Payment, Electronic Voucher Distribution Suite, Revenue Assurance and Fraud Management system for a leading telecommunication company in Tanzania.

#### **Key achievements:**

- **Project Management:** Designed, implemented, and supported an integration between Revenue Assurances and Fraud systems with the Mobile Finance platform for revenue reporting and fraud detection
- **System Architecture:** Successful design and delivery of system migration from outdated PHP mobile payments platform to Java enabled mobile payment platform that increased services uptime by over 90% and revenue by 20%
- **Vendor Management:** Effective management of Services Partners to ensure timely and quality delivery of services

**Reason for Leaving:** Accepted Senior position

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**Lead Consultant Support & Development Engineer: Applications (Mobile Solutions)**  
Comviva Technologies, Kenya – July 2011 to June 2012

**The Role:** Provided leadership and technical expertise in all aspects of solution design and application development for Airtel Africa in Ghana, Zambia, Kenya and Tanzania, focused on setting technical direction on financial applications and technologies for Airtel Africa.

**Key achievements:**

- **Application Development:** Successful design, development and delivery of various projects which include Mobile Number Portability Development for Airtel Ghana, Integration with the Electricity Company of Ghana, CRANE Bank Integration in Uganda among other projects
- **Web Development:** Developed and maintained web applications for Airtel Africa Mobile Payment Systems

**Reason for Leaving:** End of Contract

**MVoucher Field and Development Engineer**

Homisco Inc, USA – July 2010 to July 2011

Provided application support for Zain Africa operations on Mobile Money, Electronic Voucher Distribution and Voucher Management. On ground support and development for Zain Tanzania, Kenya, Malawi and Zambia

**Reason for Leaving:** Technical Staff transferred from Homisco to Comviva Technologies

**Business System Support Engineer**

Zain Tanzania – February 2008 to July 2010

Operations support and VAS Development for Business Support Systems such as CRM, SMSC, Billing Platform, Retail platform and Call Centre Systems.

**Reason for Leaving:** Accepted an Africa wide opportunity

**Referees**

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