Nontobeko Nkomo

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PROFESSIONAL SUMMARY

Highly organized and Analytical Professional with over 8 years of cross-functional experience across records management, regulatory compliance frameworks, and high-volume data coordination. Proven track record of safeguarding data integrity within enterprise systems (Salesforce), conducting thorough audits to ensure internal governance, and maintaining centralized document repositories (SOPs). Adept at navigating rigid legislative parameters (including PFMA and GAAP frameworks) and resolving complex administrative inquiries through professional stakeholder engagement and public-centered service delivery.

SKILLS

- Communication Skills
- Financial Analysis and Reporting
- Business Process Analysis
- Agile Exposure
- Problem Solving
- Salesforce and SugarCRM
- Knowledge of PFMA and GAAP
- Process Improvement
- HTML/CSS, Java and SQL
- Stakeholder Engagement
- Computer Literacy (MS Office)
- Teamwork and Collaboration
- MS Visio, Aris and Nimbus
- Regulatory Compliance
- Standard Operating Procedure

EXPERIENCE

Analyst – New Business **Feb 2022 – Oct 2026**
Woodbridge International

- Support mergers and acquisitions (M&A) initiatives through market prospecting, lead qualification, and strategic relationship building with potential stakeholders.
- Conduct high-volume telephonic outreach as a Business Development Calling Ambassador, including voicemail follow-ups, email correspondence, and lead engagement activities.
- Maintain and update CRM data in Salesforce, accurately tracking client interactions, campaigns, pipeline activities, and preparing engagement reports.
- Participate in regular team meetings to review performance metrics, monitor pipeline progress, and align activities with strategic objectives.

System Developer Intern **Sep 2021 – Jan 2022**
CapaCiti

- Developed responsive front-end user layouts and engineered modular microservices optimized for long-term scalability and traffic performance.
- Optimized front-end code architectures to systematically improve layout responsiveness and overall user experience.
- Streamlined system integration and codebase deployment speeds through structured Agile sprint tracking.

Process Analyst **Aug 2019 – Jul 2021**
First National Bank

- Engineered data-driven business cases backed by quantitative cost-benefit analyses to unlock strategic corporate value. Conducted deep-dive root cause analyses using decision-tree logic to catch operational breakdowns and eliminate control vulnerabilities.
- Transitioned verified repository baselines into active "As-Is" versus "To-Be" workflow optimizations**,** stripping out operational redundancies to lower systemic costs.
- Mapped Level 4 and task-level workflows to build formalized Standard Operating Procedures (SOPs)**,** liaising directly with Legal, Risk, and Compliance teams for official governance sign-off.
- Documented corporate risks and controls in strict compliance with FirstRand Standards and Frameworks. Partnered with Legal, Risk, and Compliance teams to evaluate process adherence levels and obtain formal signs-offs for statutory frameworks (including Excon, FAIS, and FICA).
- Built professional cross-functional relationships to resolve operational breakdowns and align workflows across multiple FNB divisions. Collaborated with system analysts and software developers at a technical level while designing training courses, assessments, and workshops to build the internal corporate process skills pool.

Process Analyst Intern **Jun 2018 – Jul 2019**
First National Bank

- Facilitated cross-functional requirement gathering workshops with stakeholders to document and align functional and non-functional requirements.
- Conducted regular audits of the central repository systems to validate process maps against operational workflow and flag outdated procedure guides for review.
- Identified alignment gaps between active operational workflows and published reference materials, creating baseline documentation used to launch downstream Business Process Engineering sprints.

EDUCATION

BCompt Financial Accounting **In Progress**
University of South Africa

Higher Certificate in Accounting Sciences **2022**
University of South Africa

National Senior Certificate **2014**
Florida Park High School

TRAINING AND DEVELOPMENT

U2Pro Simulation Programme **Feb 2025**
Chartered Institute for Business Accountants

- Capturing, reconciling, and closing bank accounts, debtors, creditors, and the general ledger monthly
- Preparing and reconciling SARS returns (VAT201, EMP201, EMP501, IRP5s, and provisional tax) via eFiling
- Running payroll, calculating PAYE, UIF, and SDL, generating payslips, and filing payroll returns
- Building director-ready packs with variances and ratios and performing year-end adjustments for Annual Financial Statements (AFS).
- Training in professional ethics, confidentiality, POPIA, and client communication

Lean Six Sigma White Belt Certification **Jul 2019**
First National Bank

- Developed a foundational understanding of Lean methodologies and business process improvement frameworks.
- Learned how to identify operational waste and streamline team workflows within a corporate banking environment.