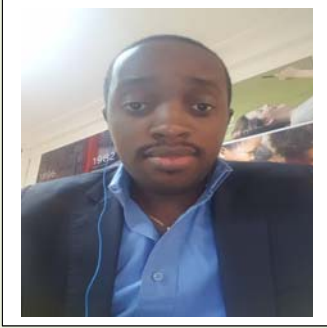


# OBIANGA BINDOULA Luc Siegfried

Mobile Financial Service Business Analyst (Cameroon and Liberia)



Cameroonian

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## Profile

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- Conscientious and dynamic worker, fluent French and English, with basic capabilities in Spanish, I am a key Engineer with excellent IT skills and eight (08) years of experience (Business Analyst, Solution architecture, System Integrator, Application Deployment, Telecom financial applications expert). I thrive in an innovative and challenging environment and am keen to develop my career within the Telecom area.
- Trained/worked in Sweden, Mexico, Cameroon, Nigeria, South Africa, Ghana, Uganda, Ivory Coast, Democratic Republic of Congo, Congo Brazzaville and Benin Republic.
- Quick to grasp new ideas and concepts; and to develop innovative and creative solutions to problems.
- Able to work well on own initiative as well as a team member/lead and can demonstrate the high levels of motivation required to meeting the tightest of deadlines.
- Proven experience in prioritizing tasks amidst high-pressure situations/events
- Working experience with professionals from diverse cultures and nationalities
- Experienced in managing people

## Career summary

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Since May 2017

**Position: Mobile Financial Service Business Analyst**

**Projects: Ericsson Converged wallet (MTN Cameroon, MTN Liberia)**

- Customer Single point of contact
- Customer solution architect
- Ensure proper routing of demand requests through demand management process, enablement request process or Service Request (MS).
- Organizes Requirement gathering workshop to ensure all business requirements are captured as input towards Quick study execution by DU, CAC and HUB CSI.
- Support Account Manager and Business Development Manager in material preparation around MTN Platform Roadmap with focus on OPCO specific use cases.
- Educates OPCOs counterpart on MTN MoMo Platform Service catalog.
- Regular gap analysis of use cases and capabilities based on Service catalog versus what is being used.
- Regular analysis of use cases and capabilities that are not generating revenue or usage is showing constant decline trend.
- Interfacing internal and external key stakeholders of mobile money related matters

**July 2016 to April 2017**

**Position: Mobile Financial Service Solution Architect (Acting)**

**Projects: Ericsson Convergent Wallet (MTN Cameroon, MTN Cote D'Ivoire)**

- Development of requirement specifications as per the levels of the standard templates and using the natural language.
- Understanding and Analysis of the business's strategic needs.
- Development of MFS business processing model
- Communicate with the customers to analyze the information needs and the functional requirements.
- Driving and challenging business units of customer on their assumptions of how they will successfully implement their plans.
- Liaison between the various business units, technology teams or units and the support teams.
- Create use case strategies, and when necessary, help to create test strategies.
- Providing security consultancy & best practice for securing MFS platforms and avoid frauds
- Deploying complex systems on client site.

**August 2014 to April 2017 Ericsson Cameroon SA**

**Position: Mobile Financial Service System Engineer.**

**Projects: Ericsson Convergent Wallet (MTN Cameroon)**

- Support pre-data migration activities
- Prepare and implement Upgrades Activities
- Plan the implementation of the Product Configuration / Integration work
- Execute Product Configuration in sync with business needs
- Execute Integration work (Huawei SDP, USSD gateway, STK, NGA PBT)
  
- Prepare acceptance test and handover to customer
- Drop and release deployment and testing
- Security Patch deployment
- Identify and drive improvements

**Projects: IN expansion (MTN Cameroon)**

- SDP and Air server's integration and configuration for ICP upgrade
- User Acceptance tests

**2009 to August 2014**

**Swifita Systems (Accra, Ghana) Ltd**

**2011 Francophone Africa Team lead**

**2011 Senior Consultant**

**2009 Associate Consultant**

- Mobile Money application backend support and administration.
- Integration with third party systems (IN, reporting systems, 3PPs, etc)
- Database monitoring, optimization and support.
- Software/User acceptance testing
- VMware L1/L2 support and monitoring
- Transaction log tracking and reporting

***Achievements:***

- Through constant proactive system monitoring, and automation through scripts, significantly improved system uptimes and reduced unplanned downtimes to average of five hours a month (MTN Uganda, MTN Benin, MTN Nigeria)

- Troubleshoot, developed and successfully implemented solution to issue preventing more than one hundred and twenty thousand subscribers from using their mobilemoney accounts for more than six months (MTN Benin)
- Optimized the reporting platform and enabled the delivery of scheduled reports, saving the client time and money when trying to implement automated reports (MTN Benin)
- Maintained and optimized provisioning solution that provided mobilemoney menus only on appropriately registered SIMs. This maintained the number of cards provisioned on the platform within agreed license, cutting down on license costs. (MTN Uganda)
- Implemented basic system of monitoring using bash scripts to detect issues like network connectivity, file system fill up, CPU/Memory utilization, etc. This led to early detection and quick resolution of incidents and greater platform stability.

## Career summary cont.

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**2008–2009**                      **Semantic SARL**

IT Support and web mastering

- Project: How to improve and upgrade an Information System network security? Investigations and implementation in some costumers System
- Help Desk and SAP first level support at Total E&P

## **Professional Qualifications**

**2012**                      IT Information Library (**ITIL**) Foundation Certificate in IT Service Management (trained)  
**2010**                      Sun Certified System Administrator (**SCSA**) (trained)

## **Educational Qualifications**

**2006** - Information Technology – University Institute of Technologies, Douala, Cameroon                      **Bachelor degree**

## **Some of other Trainings Attended**

- Ericsson Converged Wallet (**Ericsson training center in Karlskrona, Sweden, 2014**)
- Ericsson charging system rating configuration (**Ericsson training center in Abidjan, Ivory Coast, 2016**)
- Mobile Money USSD Functionality Deployment and Support (**Fundamo Office, Cape Town, South Africa, 2011**)
- Mobile Money Gemalto and Fundamo Infrastructure UPGRADE (**MTN Uganda, Kampala, 2011**)
- System virtualization using Stratus Avance High-Availability Software (installation and configuration of
- HP Servers with Avance software) (**Stratus, Johannesburg, South Africa 2010**)
- Anti-Money Laundering and Mobile Money reporting (**RisckSecure NGA, MTN Cameroon, 2009**)

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## Interests and activities

**Currently include** Soccer, videos games

## Personal Data

Date of Birth: 1<sup>st</sup> November 1984  
Sex: Male  
Marital Status: Single, 1 child

**References are available on request**