Johan Havenga

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Professional Summary

Business Analyst with 9+ years of experience bridging business needs and technology solutions across retail, ERP, CRM, and enterprise platforms. Proven expertise in GK OmniPOS, SAP ECC/FICO/CRM, Salesforce and Microsoft D365. Skilled in requirements gathering, product strategy, Agile delivery, and stakeholder engagement. Recognized for optimizing operations, driving measurable outcomes, and delivering scalable system implementations.

Core Skills

- **ERP/CRM Systems:** GK OmniPOS, SAP ECC/FICO/CRM, Salesforce, Microsoft D365
- **Integration & Middleware:** Boomi, Mulesoft, Informatica P360
- **Business Analysis:** BRD documentation, Agile/Waterfall delivery, Azure DevOps (Epics, Features, User Stories)
- **Leadership:** Mentoring BA teams, stakeholder facilitation, executive reporting
- **Process Optimization:** Requirements traceability, system testing, training, adoption
- **Product Management:** Roadmap ownership, backlog prioritization, customer workshops, data-driven decisions

Professional Experience

Business Analyst (Contract) – Thomson Reuters | May 2026 – Present

- Defined and executed product strategy and roadmap across professional platforms.
- Led cross-functional Agile teams (engineering, UX, data science, compliance).
- Translated customer insights into actionable requirements, ensuring measurable value.
- Owned backlog prioritization and sprint planning.
- Delivered executive-ready reports for leadership visibility.

Business Analyst (Contract) – Mindtools Kineo | Feb 2026 – May 2026

- Documented As-Is and To-Be processes for ERP/CRM integration.
- Facilitated stakeholder workshops and managed requirements in Azure DevOps.
- Supported CRM initiatives leveraging Salesforce expertise.

Business Analyst (Contract) – AVEVA | Feb 2025 – Nov 2025

- Gathered and documented requirements for enterprise software implementations.
- Supported Agile delivery and post-implementation adoption.

Business Analyst – Le Creuset | Nov 2023 – Feb 2025

- Captured requirements and managed documentation in Azure DevOps.
- Supported Salesforce Commerce Cloud and Microsoft D365 projects.

Business Analyst Level II – Massmart | Sep 2022 – Nov 2023

- Mentored 4 BA's in documentation and project delivery.
- Specialized in GK OmniPOS integration with SAP ECC/FICO and Hybris Commerce.
- Improved transaction accuracy and customer experience through system testing and training.

Business Analyst – Massmart | May 2021 – Sep 2022

- Led ERP/CRM requirements documentation and stakeholder facilitation.
- Supported GK OmniPOS optimization and integration projects.

Senior Business Analyst – Builders | Nov 2019 – May 2021

- Mentored 6 BA's and guided ERP/CRM documentation.
- Specialized in GK OmniPOS integration with SAP ECC/FICO.

Business Analyst – Builders | May 2017 – Nov 2019

- Supported ERP/CRM requirements documentation and training.

Senior IT Trainer – Builders | Aug 2015 – Apr 2017

- Established training needs and supervised 4 IT Trainers.

IT Trainer – Builders | Nov 2012 – Aug 2015

- Trained users on SAP ERP6 and CKS software.
- Supported new store openings and business process documentation.

Stock Control Manager – Builders | May 2007 – Feb 2012

- Managed stock integrity and financial counts.
- Supervised 6 staff members.

Merchandise Manager – De La Rey Building Materials | Aug 2005 – Apr 2007

- Managed sales, promotions, and staff of 23.

Education

De Kuilen High School, Kuilsriver, Western Cape | Grade 12 (1998)

Languages

- Afrikaans – Speak, Read, Write
- English – Speak, Read, Write

Certifications & Accolades

- Retail Finance Management – May 2009
- Management Level 1 & 2 – 2004, 2005
- Industrial Relations – Nov 2006
- Recruitment & Selection – Sep 2006
- Customer Confidence Training – Oct 2006
- Multiple certificates in training, employee relations, and leadership (2002–2011)