

CONTACT DETAILS

- Chad.Elias@FNB.co.za
- 084 877 3436

<https://chad.elias.itvarsitystudent.org/>

EDUCATION**Bachelor of Science in Information Technology (NQF7)**

Richfield

July 2026 - Present

Python Course

UJ & FNB App Academy

July 2026 – Present

IT Systems Development (NQF 5 Certificate)

IT Varsity

Aug 2025 – July 2026

Mancosa

Design thinking and innovation

Feb 2026 – April 2026

Lean Six Sigma (Green belt)

First National Bank

July 2025 – Jan 2026

Data and Business Analytics

Deviare

Aug 2025 – Nov 2025

Full Stack Development Certificate

IT Varsity & FNB App Academy

May 2025 – July 2025

Lean Six Sigma (Yellow belt)

First National Bank

Feb 2024 - July 2024

Chad Elias

SUMMARY

Dynamic and results-driven Business Analyst with extensive experience in business process analysis, automation, and stakeholder engagement within the financial services sector. Skilled in developing Functional Requirement Specifications, managing work and change requests, and driving projects to successful completion. Proficient in Power Platform (Power Apps, Power Automate, Power BI), SQL, Python, and full-stack development, with a strong focus on process improvement, automation, and data-driven decision-making. Proven ability to lead initiatives, streamline workflows, and bridge the gap between business and technical teams to deliver high-quality solutions. Recognized for adaptability, problem-solving, and leadership, with hands-on experience in digital banking platforms, RPA, and cross-functional collaboration.

EXPERIENCE**BUSINESS ANALYST** – FNB InterfaceX App

Jan 2026 - Present

As a Business Analyst at FNB InterfaceX App, I develop Functional Requirement Specifications (FRS), Work Requests (WR), and Change Requests, ensuring that requirements are clearly defined and actionable for development and testing teams. In executing work requests, I take on a project management role, collaborating closely with developers, systems analysts, and testers to ensure timely, high-quality delivery. I focus on problem-solving and process innovation to improve both applications and internal workflows, while communicating requirements effectively across cross-functional teams. I also manage initiatives on the Omni Channel Enablement Platform (OCEP), a digital banking framework that enables consistent delivery of business functionality across Online Banking, Phone App, and Tablet App. Through OCEP, I facilitate parallel system delivery for multiple development areas while maintaining adherence to bank architecture, best practices, and a high-quality customer experience. My work helps accelerate business functionality deployment, streamline internal processes, and foster collaboration between business and technical teams to improve the Apps

ROBOTICS PROCESS AUTOMATION CONTROLLER – FNB EXECUTION INTELLIGENCE TEAM

Dec 2024 – Dec 2025

As a Robotics Process Automation (RPA) Controller, I develop, maintain, and enhance Power Apps and Power Automate flows to support and streamline business operations. I manage and monitor RPA bots to ensure all automated processes run accurately, efficiently, and on schedule. I also work closely with

Matric

Westbury Secondary School
2018

SKILLS & ABILITIES**Technical Skills**

- Power Apps Development
- Power Automate Development
- Process Automation
- Power BI
- SQL
- JavaScript
- HTML & CSS
- Python
- App Development
- Data Management
- Data Analysis
- Power FX

Core Competencies

- Problem-Solving
- Process Improvement
- Project Management
- Stakeholder Engagement
- Leadership
- Adaptability
- Business Process Analysis

REFERENCES

- Nizaam Ansary (Team Leader) – 063 138 8485
- Callan Jansen (Manager) – 065 546 1122
- Edward Malengwane (Team Leader) – 076 071 9652

business stakeholders to identify automation opportunities and drive continuous process improvement.

POWER PLATFORM DEVELOPER – FNB (SECONDMENT TO BUSINESS INTELLIGENCE TEAM)

June 2024 – Nov 2024

Seconded to the Business Intelligence (BI) team to develop business applications using Power Apps and Power Automate. Design and implement custom solutions to automate workflows and enhance business processes for various departments. Engage with stakeholders to gather requirements, provide updates, and ensure that solutions align with operational needs. I extract and compile weekly and monthly Costec reports for the Debit order, Caf and Source of funds teams using SQL.

SOURCE OF FUNDS ADMINISTRATOR - FNB.

Sept 2021 – Nov 2024

Responsible for preventing fraud through the investigation of large client deposits and ensuring full FICA compliance. Duties include verifying source-of-funds documentation, providing client support, and maintaining high accuracy and attention to detail. As the team's 2IC, I developed strong leadership capabilities by training team members, acting in the team leader's absence, engaging with stakeholders, attending meetings, completing monthly reports, preparing daily investigation files, signing off documentation, and updating SOPs and internal processes.

CREDIT VALIDATIONS ADMINISTRATOR - FNB

Jun 2021 - Aug 2021

My primary responsibility was to review and verify credit agreements between clients and the bank, ensuring compliance and delivering exceptional customer support. This role involved making outbound calls to clients regarding outstanding or incomplete agreements, as well as ensuring that the credit limit on clients' accounts aligned with the terms specified in the signed agreements.

CALL CENTER REPRESENTATIVE - FNB

Jan 2021 - May 2021

I assist clients in navigating the complexities of the Common Reporting Standards (CRS) and the Foreign Account Tax Compliance Act (FATCA), ensuring they meet their tax obligations and maintain financial transparency. Additionally, I provide expert guidance on the requirements of the Financial Intelligence Centre Act (FICA), helping clients adhere to essential regulatory compliance standards.

VISA VERIFICATION ADMINISTRATOR - FNB

Oct 2020 - Dec 2021

My responsibilities included thoroughly verifying and performing quality assurance checks on the passports, visas, and permits of foreign customers during the account opening process. I also conducted outbound calls to ensure customers understood the FICA process and complied with bank regulations.

CALL CENTER REPRESENTATIVE (COVID DEBT RELIEF) - FNB

Nov 2019 - Sep 2020

I conducted outbound calls to promote the FNB app and inform clients about the bank's COVID-19 Debt Relief product. I guided clients through the process of downloading the FNB app and provided detailed information on the documentation required for the debt relief product. Additionally, I highlighted the benefits of the FNB app, and the exclusive perks associated with the Debt Relief program. I provided support to clients and branch staff regarding the required documentation for account openings and assisted with card deliveries to ensure a seamless customer experience.