Engineering Impact Portfolio

Feb 2023 – Present · Senior Engineering · Technical Direction · Business Impact

Senior Software Developer · Emerging Technical Lead

Delivery · Modernisation · Reliability · Automation · Governance

Name	Lerato Tlhako
Current	FNB — InterfaceX Billing · Senior Software Developer (Developer IV)
Previous	Discovery Health Systems — VHI Team · Full Stack Developer
Corporate period	Feb 2023 – Present
Career arc	Full-Stack Delivery → Modernisation → Platform Optimisation → Automation → Technical Leadership
Last updated	15 Sept 2026

4 systems/services decommissioned or decommissioning

~R192k annual Discovery infrastructure saving

100% recurring DL queries eliminated

True Balance · Papercut Winner

15+ innovation & hackathon awards

0 · EXECUTIVE DIGEST

CORPORATE IMPACT SNAPSHOT

Career progression: Built a foundation in full-stack enterprise delivery at Discovery, then expanded at FNB into modernisation, engineering standards, automation, production reliability, governance, operational ownership and technical leadership.

Discovery Health Systems (Feb 2023 – Jun 2025): Delivered Java/Spring Boot services, Angular workflows, Camunda BPMN changes, REST integrations, AWS S3 functionality, production support and Kubernetes optimisation. Decommissioned two microservices/pods and contributed to an estimated **~R192,000 annual infrastructure saving**.

FNB (Jul 2025 – Present): Expanded into senior engineering and emerging technical leadership through JBoss → Spring Boot modernisation, structured logging, API standards, QA automation, pricing comparison automation, production support, deployment and DR participation, backlog facilitation, retrospectives, knowledge sharing, PMO documentation and Tech EXCO representation.

Platform rationalisation: Across the corporate career, contributed to the decommissioning/decommissioning process for **four systems/services** — two at Discovery and two at FNB (including one currently undergoing decommissioning).

Financial-performance visibility: Performed Accumulation runs in **November, March and July** and used the monthly accumulated value to give management insight into billing performance and whether the system was tracking toward a positive or negative financial outcome.

Operational leadership: Created team operational rosters and a PMO meeting roster to clarify ownership, participation and technical representation across recurring activities.

Governance: Created Confluence project pages, particularly for modernisation initiatives, so project details and technical context could be shared with the Risk team for review.

Innovation: Independently presented True Balance and won FNB's Papercut Challenge from **180+ submitted ideas**; broader innovation record includes **15+ recognised awards/achievements**.

1 · CAREER PROGRESSION

FEB 2023 → PRESENT

2023 DISC · Foundation

Built full-stack enterprise delivery capability through Java/Spring Boot services, Angular workflows, integrations, validations, production-aligned features and technical documentation.

2024 DISC · Ownership

Expanded into workflow automation, Camunda BPMN updates, production issue resolution, release support, end-to-end integration and agile team contribution.

2025 H1 DISC · Optimisation

Delivered ETM backend migration, AWS S3 search/filter enhancements, Kubernetes pod optimisation and decommissioning of two services/pods, contributing to ~R192k annual infrastructure savings.

2025 H2 FNB · Modernisation

Joined FNB and expanded into enterprise Java modernisation, observability, API consistency, deployment support and engineering standards.

2025 H2 FNB · Governance

Introduced stronger review expectations, proof-of-work handovers, project documentation, retrospectives, knowledge sharing and clearer Dev/QA release communication.

2026 FNB · Influence

Expanded impact through QA test-data automation, pricing comparison, antivirus migration, Grafana metrics, recurring support-query elimination, Accumulation insight, rosters, PMO governance, production support, DR activities and Tech EXCO representation.

NOW Senior → Tech Lead

Operating beyond individual feature delivery through technical standards, operational ownership, business insight, team enablement, modernisation and innovation.

2 · DISCOVERY HEALTH SYSTEMS

FEB 2023 – JUN 2025 · FULL-STACK ENGINEERING, MODERNISATION & COST OPTIMISATION

Engineering Delivery

Interaction System: designed and deployed a scalable Kubernetes-hosted microservice with optimised database schemas and RESTful APIs.

Billing + Comments & Remarks: integrated interaction workflows to reduce duplication and improve interoperability.

Partner Reconciliation & Transaction Records: built full-stack functionality for interactions, supporting documents and reconciliation reporting.

Waiting Period: automated membership waiting-period capture and benefit-start-date adjustment, reducing the risk of early claims.

Vitality Contract Automation: developed REST endpoints for contract creation and reinstatement.

Modernisation & Optimisation

ETM backend migration: migrated the backend microservice to the Partner Interface with refactoring and enhanced AWS S3 search/filter capability.

Kubernetes optimisation: optimised pod usage and decommissioned **two microservices/pods**, including the CRM microservice and a workflow system used for one function.

Estimated annual saving: ~R192,000 across the two Discovery services through infrastructure and platform optimisation.

Camunda: updated BPMN workflows to incorporate new business processes and improve process visibility.

Audit traceability: implemented an audit logging UI with search, filter and pagination.

Operational Ownership

Production support: managed standby queries, troubleshot production incidents, co-captained go-live deployments and verified production stability.

Batch automation: developed and scheduled automated jobs for time-critical processes.

Documentation & Integration

Technical documentation: authored API specifications, payload structures, responses and endpoint guidance.

Cross-system integration: worked across backend, frontend, billing, partner and workflow systems.

Agile contribution: facilitated and occasionally led daily stand-ups.

3 · FNB

JUL 2025 – PRESENT · SENIOR ENGINEERING, AUTOMATION, RELIABILITY & TECHNICAL LEADERSHIP

Modernisation & Engineering

JBoss → Spring Boot: contributed to enterprise Java modernisation and owned the end-to-end antivirus key-allocation migration, including APIs, certificates, JWT key generation, configuration and logging.

Structured observability: strengthened method-level logging and traceability across services.

API governance: improved consistency in endpoint patterns, contracts, error handling and documentation.

Grafana: added pilot/post-pilot metrics to compare system deltas and provide evidence-based monitoring visibility.

Automation & Business Impact

QA test-data automation: automated transaction-file generation, directory routing and QA distribution, removing manual creation/upload effort.

Pricing comparison: transformed a manual Excel comparison into a self-service dashboard workflow with variance detection and downloadable results.

Transaction-type maintenance: removed the need for developer code changes when transaction types are added or removed.

DL support: eliminated 100% of recurring DL-related production support queries; the approach was subsequently adopted by other reporting systems.

Production & Resilience

Production stability: worked on resolving a long-standing ~3-year intermittent production defect.

Deployments: consistently supports release/deployment activities and production validation.

Disaster Recovery: participated in DR activities supporting operational resilience and continuity.

Financial & Operational Insight

Accumulation: completed runs in **November, March and July**, with another November run anticipated.

Monthly financial visibility: tracked the accumulated value for each run and provided insights to management to help assess whether the system was producing a positive or negative financial outcome.

Operational structure: created rosters to organise recurring team responsibilities and clarify ownership.

4 · TECHNICAL LEADERSHIP

TEAM ENABLEMENT, GOVERNANCE & ORGANISATIONAL INFLUENCE

Team Organisation

Governance & Documentation

Operational rosters: created team rosters to structure participation and ownership for recurring operational activities.

PMO meeting roster: defined which developers should attend PMO meetings and which should not, improving role clarity and representation.

Backlog planning: facilitated planning and ticket sizing to improve prioritisation, estimation and delivery predictability.

Knowledge sharing: facilitated recurring technical sessions and supported team capability uplift.

Retrospectives: led retrospectives and follow-through on improvement actions.

Confluence project pages: created structured pages for projects, especially modernisation initiatives, explaining scope and technical context for Risk-team review.

Release communication: created a shared Dev + QA deployment communications DL so QA receives the same production deployment updates as developers.

Proof-of-work: strengthened handover expectations around scope, data and expected outcomes.

Engineering standards: helped establish stronger expectations around logging, APIs, review quality and technical documentation.

Leadership signal: the progression is visible in the shift from delivering individual features to improving the systems, processes, communication structures and engineering practices that enable the wider team to deliver.

5 · PLATFORM RATIONALISATION

DECOMMISSIONING & COST/COMPLEXITY REDUCTION

Discovery	2 systems/services	**FNB**	2 systems/services
Corporate total	4 systems/services	**Discovery saving**	~R192k/year

Discovery: two microservices/pods were decommissioned as part of Kubernetes/platform optimisation, including the CRM microservice and a workflow system used for one function.

FNB: contributed to the decommissioning of two systems/services, with one currently undergoing decommissioning. These efforts form part of broader platform simplification and reduction of unnecessary system footprint.

Career-level impact: decommissioning work demonstrates an ability to think beyond feature delivery and consider lifecycle, infrastructure cost, operational burden and long-term platform complexity.

6 · CORE IMPACT THEMES

WHAT THE CAREER RECORD DEMONSTRATES

Hands-On Engineering

Automation & Efficiency

QA test-data generation and distribution automation.

Java, Spring Boot, Java EE/JBoss, Angular, TypeScript, REST APIs, SQL, AWS S3, Camunda and microservices.

Full-stack delivery spanning backend services, frontend workflows, integrations and production-facing features.

Modernisation and refactoring across enterprise systems.

Reliability & Operations

Production incident investigation, release support, go-live validation and Disaster Recovery participation.

Long-standing defect resolution and recurring support-noise reduction.

Observability improvements through structured logging and Grafana metrics.

Pricing comparison transformed into a self-service workflow.

Transaction-type maintenance automated to remove recurring developer code changes.

Platform decommissioning and Kubernetes optimisation.

Leadership & Governance

Backlog planning, sizing, retrospectives and knowledge sharing.

Rosters, PMO participation structure, Confluence governance pages and release communication.

Tech EXCO representation and executive-facing technical communication.

7 · MEASURABLE OUTCOMES

METRICS & PROOF POINTS

Infrastructure savings	~R192k/year	**DL queries**	100% eliminated
QA effort	~90% reduced	**Decommissioning**	4 systems/services
Logging standards	~80% adoption	**REST/API standards**	0 → ~80%
Knowledge sharing	0 → 2–4/month	**Innovation**	15+ awards/achievements

The portfolio intentionally distinguishes quantified outcomes from qualitative evidence and avoids inventing financial values where exact figures are not available.

8 · INNOVATION & PROFESSIONAL DEVELOPMENT

RECOGNITION, PROCESS IMPROVEMENT & ARCHITECTURE

Innovation

True Balance: independently presented a banking innovation focused on giving customers a more accurate view of their true spendable balance when pending transactions have not yet been appropriately reflected.

Professional Development

Lean Six Sigma: White, Yellow, Green and Black Belt certifications.

TOGAF: ongoing enterprise architecture study.

Papercut Challenge Winner: selected as the winner from **180+ submitted ideas**.

Broader record: 15+ recognised hackathon and innovation awards/achievements across technical, business and social-impact challenges.

Executive exposure: Tech EXCO and innovation presentations strengthened experience communicating technical ideas to senior stakeholders.

McKinsey Forward: professional development and leadership readiness.

Architecture direction: building toward technical leadership, enterprise architecture and large-scale system design.

9 · FORWARD LOOK

NEXT-LEVEL TECHNICAL LEADERSHIP

Technical Leadership

Scale engineering standards across services and teams through lightweight, practical guidance.

Mentor developers through architecture, debugging, delivery and production-readiness practices.

Continue facilitating planning, sizing, retrospectives and knowledge sharing.

Architecture & Reliability

Deepen architecture capability through TOGAF study and practical modernisation work.

Turn incident and Accumulation insights into preventative engineering improvements.

Continue reducing operational complexity through automation, observability and decommissioning.

Business Impact

Use engineering metrics and monthly financial-performance signals to connect system behaviour to business outcomes.

Prioritise automation and simplification where they remove manual effort, developer dependency or unnecessary platform cost.

Leadership Presence

Increase executive-level communication through concise technical storytelling and evidence-based impact reporting.

Continue building the bridge between hands-on engineering execution and broader technical direction.

10 · CLOSING

CAREER IMPACT STATEMENT

Build well. Lead clearly. Improve what exists.

This portfolio demonstrates a corporate career that has progressed from **hands-on full-stack engineering** into broader ownership across **modernisation, platform rationalisation, automation, production reliability, financial-performance visibility, engineering governance, team organisation and innovation**.

Across Discovery and FNB, the impact is not limited to features delivered. It includes systems simplified or decommissioned, manual work automated, recurring support eliminated, infrastructure cost reduced, engineering standards strengthened, teams organised more effectively, and technical insight translated into business-facing outcomes.

Senior Engineer today. Technical leadership in motion.