Nkosana Dube Junior Post-Sales Engineer

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PROFILE SUMMARY

- **Junior Post-Sales Engineer** with **3 years** taking insurers live on **Root**, an embedded insurance API platform, after **2 years in implementation support** at Sanlam.
- Builds integrations with **REST APIs**, **webhooks** and **Postman**, scripts data loads in **Python** and **SQL**, and sets up **SAML** single sign-on for customer admin teams.
- Strongest at **policy data migration**, **UAT with the customer's testers** and **first-line escalation triage**, writing a short **test plan for every go-live** before the cutover weekend.
- Works with the **project manager**, the **sales engineer who ran the demo** and **Root's support team**, and joins the weekly status call with each customer's IT lead.
- Wrote the team's **webhook troubleshooting guide**, helps **new support hires** read API logs, and is learning **solution design** on larger insurer projects.

TECHNICAL SKILLS

APIs & Integration Platforms:	REST APIs, Webhooks, Postman, SFTP, JSON
Scripting & Query Languages:	Python, SQL, Bash, JavaScript (reading and small fixes)
Databases & Migration Tools:	PostgreSQL, Microsoft SQL Server, Excel
Cloud & Deployment:	AWS (basics), Docker, Linux
Identity & Security:	SAML 2.0, OAuth 2.0, Okta
Monitoring & Troubleshooting Tools:	Datadog, Chrome DevTools, cURL
Delivery & Ticketing Tools:	Jira, Confluence, Zendesk, Salesforce

EDUCATION

University of Cape Town — **B.Sc. in Information Systems** — Cape Town, South Africa · Feb 2017 to Dec 2020

Amazon Web Services — **AWS Certified Cloud Practitioner** — May 2024

WORK EXPERIENCE

Root — Junior Post-Sales Engineer — Cape Town, South Africa · Oct 2023 to Present

- Took **9** insurer implementations live on the Root platform in South Africa and the UK, configuring product modules and environments with the project manager, all on the date agreed at kickoff.
- Built **REST API** and **webhook** integrations between Root and each insurer's payment and claims systems, with **Postman** collections their developers reused, getting the first live policy issued in **11 days** on average.
- Migrated **2.4M** policy records across 5 projects with **Python** load scripts and **SQL** reconciliation queries, finding and fixing 3 data-quality issues before each cutover.
- Ran **UAT** with insurer test teams from a written test plan for every go-live, logging **140** defects in **Jira** and closing all critical ones before launch.
- Handled first-line escalations for newly live customers, reproducing failed webhook calls in a sandbox with **Datadog** logs, and cut median time to resolution from 3 days to **19 hours**.

Sanlam — Implementation Support Analyst — Bellville, South Africa · Feb 2021 to Sep 2023

- Ran post-launch checks on **14** newly live broker portals, reviewing error logs, slow reports and user access, and sent each team a fix list within the first month.
- Wrote the handover checklist the implementation team now uses to pass projects to support, which cut repeat how-to tickets in the first 90 days by about **40%**.
- Estimated effort for **6** small change requests from business units after go-live, so the delivery lead could quote them without a new discovery phase.