

# Harriet Barsham

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## PROFESSIONAL PROFILE

An accomplished Business Analyst with extensive experience acquired through progressive roles at Deloitte Digital, a top London based software development consultancy. Well-developed background knowledge and expertise in business analysis, user research, project management, technical leadership, process mapping, and product ideation & iteration in digital delivery projects spanning the public and private sectors. Currently seeking new opportunities as a senior product or delivery lead or any similar role commensurate with skills and experience.

## KEY SKILLS

- Excellent stakeholder management skills, establishing and cultivating strong ongoing networks and relationships with the entire range of key project stakeholders encompassing senior managers, external clients and the wider internal team
- An inspirational manager and team leader, with experience of leading cross-functional teams of up to 11 personnel, with responsibility for their mentoring, training, and career development
- Well-developed problem-solving skills demonstrated through conducting thorough needs analysis with clients to ascertain their priorities, and effectively dealing with issues that may impact project progress
- Analytical and methodical, with specialised quantitative research skills demonstrated through successfully completing a Code First Girls course on Data and SQL
- Highly organised with excellent time management and prioritisation, proven through consistently ensuring that project milestones are achieved, timelines are adhered to, and that projects are delivered on time
- A confident speaker and presenter, adept at addressing meetings with clients, running feature demos, delivering updates to senior managers and facilitating training sessions for up to 250 staff

## CAREER HISTORY

**Delivery Lead** | DELOITTE DIGITAL | *London, EC4A*

January 2024 – Present

- Creating effective processes on a young project to ensure good record keeping and useful metrics
- Working closely with technical specialists to understand how work can be accurately tracked without causing extra burden for those completing technical work
- Using metrics and performance information to suggest modes of improvement to help reduce the amount of time people spend in repetitive meetings

**Senior Business Analyst** | DELOITTE DIGITAL | *London, EC4A*

January 2023 – January 2024

- Worked with client personnel and serving as the link between the commercial and technical side of the business
- Conducted detailed analysis of existing client systems and processes to support recommendations for improvement
- Liaised directly with clients, working with them to ascertain their requirements, define timeframes and determine feasibility to help them obtain best value from the finished product
- Dealt with senior stakeholders in client personnel, including holding regular scheduled calls with clients
- Helped clients to define KPIs and their changing needs and priorities
- Worked on bids, creating content and providing support
- Oversaw the entire project lifecycle from discovery phase, helping the client determine which technology will be best, as well as maintaining existing systems
- Facilitated weekly presentations, both internal and external, to provide progress updates

**Scrum Lead** | DELOITTE DIGITAL | *London, EC4A*

July 2022 – December 2022

- Moved to a project as a Scrum lead, leading Scrum ceremonies as well as sprint planning and reporting
- Led a cross-functional team of analysts and technical personnel building a product, managing teams of up to 11 personnel, encompassing Business Analysts, Developers (front and back end), Testers, Designers, Solution Architects, and Researchers
- Kept the team on track, setting objectives, and ensuring they are achievable
- Dealt with any unexpected issues which may impact project delivery, supporting individuals where required
- Presented to clients on ad-hoc issues or work delivered
- Attended and participating in meetings including daily standups with the team, bi-weekly review calls, and one-to-ones with individual team members
- Ran drop-in sessions open to anyone including staff and clients

- Initially joined a technical team on a part time basis, then became full time in 2022, managing the release pipeline for a large public sector project
- Creation and optimisation of complex technical processes essential to our being able to deliver well-tested features on time
- Led client meetings for go-live assessments and managing a wide variety of stakeholders, so that delivery timelines were understood, and release dates were met

**Business Analyst/User Researcher** | DELOITTE DIGITAL | *London, EC4A*

September 2018 – July 2021

- Worked on a number of major projects as a business analyst in delivery teams, in both public and private sectors
- Procurement and analysis of requirements, acquiring an understanding of key agile processes (e.g. Scrum and Kanban, and the various Agile tools and techniques) and the skills necessary for understanding feature development and delivery
- Conducting user testing and bug testing, ensuring that any piece of work is suitable before going live
- Client relationship management, presenting and running feature demos and training for client-side business users
- Worked on a two-month public sector discovery project in 2020 doing user research and quantitative and qualitative analysis
- Interviewed a wide variety of stakeholders, designed and circulated surveys, and performed data analysis of site metrics to provide a complete picture of the current system and identify ways in which it could be improved

**OTHER ROLES****Facilitator/Leader** | BUSINESS ANALYSIS 101

May 2020 – Present

- Helped to restructure the Deloitte flagship '101' courses for Business Analysis during COVID to ensure the course could be run online; became a co-leader of the course in 2022
- On numerous occasions, helped facilitate the day-long course, delivered monthly for groups of up to 30 staff, as well as running specialised versions for project teams when required
- As a course leader, organised facilitator schedules and ensured resources are available each time the course runs
- Led delivery of the course for new graduates three times, delivering to up to 250 people at once

**Creator/Leader** | JUNIOR TALENT COMMUNITY

September 2020 – March 2023

- Initiated and ran Junior Talent Community, offering mentoring, networking and development of Deloitte Digital junior staff
- Begun during COVID, involved a variety of activities including a podcast series, skills development and internal opportunity workshops, and organisation of networking events as venues reopened in 2021 and 2022
- Requesting and handling an allocated annual budget of £4000 for organising social networking events

**EDUCATION AND QUALIFICATIONS****Education**

- BA (Hons) History, Durham University, 2014 - 2017

**Professional Certifications**

- Introduction to Data & SQL, Code First Girls, 2023
- Certified Cloud Practitioner, AWS 2022
- Product Strategy, Kellogg School of Management, 2022
- Certified ScrumMaster® Certified Product Owner® Scrum Alliance, 2021

**Technical Skills**

- Highly proficient in Jira, Confluence
- Good knowledge of Excel, SQL

**REFERENCES**

Available on request.