**Abbey Dauda**

**Upper Marlboro, Maryland 20774**

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Experienced Business System Analyst, Certified Scrum Master and an extensive understanding of Agile practices during the full SDLC. High level of leadership ability in promoting cross-functionality and collaboration.

Outstanding communication skills working with major stakeholders leading to team laser focus on strategic business goals, better risk management, higher quality software delivery, and more efficient processes for continuous improvements.

**Skills and tools**

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| * Business Process Improvement * Business Requirements Documentation * User acceptance testing * Project Documentation/Management * Google Suite * Stakeholders/Change Management. * Agile Methodology * SharePoint | * SDLC * Atlassian (JIRA, * Confluence) * Microsoft Office * Snagit * MS Visio/Lucidchart * DevOps | * AWS * CICD * SQL * Google Suite * Docker/Kubernetes * Linux * UML |

**EXPERIENCE:**

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| **Most Recent Title: IT Business Analyst** | **August 2020 to Present** |
| **Most Recent Employer: Enterprise Holdings** | |
| * Facilitate Business Requirement meetings and Joint Application Design (JAD) sessions to efficiently create comprehensive Business Requirement Documents (BRD), Functional Requirements (FRD), UI Requirements, and Business Rules. * Create Epics, User Stories with their Acceptance criteria to design and develop application with the IT team. * Collaborate seamlessly with key business stakeholders, SaaS vendors, fellow analysts, project managers, product managers, and engineers. Evaluate requests, determine feasibility, and identify optimal solutions. * Manage and build strong vendor relationships. Coordinate the onboarding and integration of vendor applications, ensuring seamless integration into existing systems. * Deliver impactful presentations to project teams and business partners. Track and respond to questions related to business/technology standards. * Develop customer-focused process-flow, documentation for software solutions (Wireframes, Mock-ups, UML) and prepare workflow charts and diagrams to modify system software. * Actively participate in grooming and prioritization of backlog items with the development team, ensuring alignment with business objectives. * Prepare comprehensive project artifacts, including use cases, user stories, test cases, workflow documentation, process flows, and Requirement Traceability Matrix (RTM). * Coordinate Data redaction requests as per compliance requirements, working closely with Database Administrators (DBAs). * Advise the team on system software configuration changes needed to meet business objectives, ensuring alignment with project goals. * Liaise effectively with QA Testers to ensure the accuracy and completeness of all test results. * Collaborate on major issue escalations and actively contribute to system design, configuration activities, and the enhancement of features and functional areas of the website. | |

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| **Business Analyst** | **May 2017 to August 2020** |
| **American Communications Solutions** | |
| * Facilitated Access and Discovery meetings with Business Stakeholders * Collaborated with cross-functional teams to define cloud migration strategies and objectives. * Conducted in-depth analysis of on-premises infrastructure and applications to assess cloud readiness. * Developed detailed migration plans, including cost estimates, timelines, and risk assessment. * Implemented migration tools and methodologies, ensuring minimal disruptions to ongoing operations. * Monitored post-migration performance, identified areas of improvement, and optimized cloud resources for cost-efficiency. * Provided regular reports to stakeholders, highlighting the achieved benefits. * Conducted feasibility studies and cost-benefit analysis for cloud projects. * Collaborated with IT teams to ensure seamless integration of cloud solutions with existing systems. * Worked on the documentation of cloud architecture and best practices. * Supported the development of cloud governance policies and compliance standards. * Developed mock-ups/wireframes, use cases, system requirements specification documents, user guides, and other functional documents to support reviews and software release deliveries. * Managed backlog, roadmap and priorities and engaged product and business teams to move towards a common vision. * Identified, tracked, monitored, and communicated project-related issues, scope changes, variances and contingencies that may arise during the implementation of projects. * Identified acceptance criteria and assisted in testing as needed. * Ensured that deliverables meet functional, design specifications and requirements. * Prepare and submit weekly status/trip reports as requested. | |

**EDUCATION AND CERTIFICATIONS**

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| **School** | **Start Date** | **End Date** | **Degree** |
| Obafemi Awolowo University, Ile-Ife, Nigeria.  **Certified Cloud Solutions Architect**  **Certified Scrum Master (CSM)**  **International Scrum Institute**  ([Certification ID](about:blank)- 59006723917555)  **Google IT Support:** | May 2002  2022  2019  2019 | November 2007 | **Highest level: Bachelor of Science in Economics** |