**Abbey Dauda**

**Upper Marlboro, Maryland 20774**

240-470-6852| abbeydauda20@gmail.com| [linkedin.com/in/abbeydauda](https://www.linkedin.com/in/abbeydauda?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base_contact_details%3Bb%2F9WBMSISDGAblGeEcxkgg%3D%3D)

Experienced System Business Analyst, and Certified Scrum Master with an extensive understanding of Agile practices and Lean product development during the full SDLC. High level of leadership ability in promoting cross-functionality, team self-organization and communication.

Outstanding communication skills working with product owner and 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 * Meeting Facilitation * User acceptance testing * Project Documentation/Management * Google Suite * Change Management * Stakeholders Management. * Agile Methodology * SharePoint | * SDLC * Atlassian (JIRA, * Confluence) * Microsoft Office * Snagit * MS Visio/Lucidchart * UML * Google Suite * Docker * Linux | * AWS * CICD * SQL |

**PROFESSIONAL EXPERIENCE**

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| **IT Business Analyst** | **August 2020 to Present** |
| **Enterprise Holdings** | |
| * Facilitate Business Requirement meeting, JAD sessions to create Business Requirement Document (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 with key business stakeholders, SaaS vendors, fellow analysts, project managers, product managers, and engineers throughout the company to evaluate requests, determine feasibility, and identify options that best serve business needs. * Assist with managing/building vendor relationships, co-ordinate the onboarding and integration of vendor’s applications. * Deliver presentations to project team, business partners, as well as track and respond to questions related to business/technology standards. * Develop customer-focused process-flow, documentation for software solutions (Wireframes, Mock-ups, UML, BPMN) * Participate in grooming and prioritization of backlog items with the development team. * Prepare project artifacts including use cases, user stories, test cases, workflow, process flow, RTM. * Coordinate Data redaction request as per compliance requirements with the DBAs. * Collaborate on major issue escalations and resolve them accordingly to ensure customers’ satisfaction. * Assist in system design, configuration activities, enhancement of features and functional areas of the website. * Participate in User Acceptance testing, identifying potential problems, and assisting with research opportunities. | |

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| **Business Analyst** | **May 2018 to August 2020** |
| **American Communications Solutions** | |
| * Participated in Database Migration effort. * Worked with clients and SMEs to define project scope. * Facilitated Access and Discovery meetings with Business Stakeholders * Documented the ETL process to Extract Transform and Load * Designed and Documented the Migration Plan during the planning phase. * Participated in the implementation and documentation of Architectural design phase. * Documented findings from various migration tools; CART, MRA TCO, ADS, Migration Calculator. * Implemented Data quality checks and validation process to ensure accuracy and consistency. * Collaborated with the Dev Team to integrate new system and application with existing Database and conducted testing and validation. * Co-ordinate migration effort both pre-cutover and cut-over sessions. * Provided post-migration support in performance optimization, cost-optimization and resolving issues in a timely manner. * Worked with (Product Owner/Manager) owners and Team Lead to decompose large epics into manageable user stories for e-commerce projects. * 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. * Trained and mentored team members and stakeholders on the business functions and features of the system as needed to support delivering the best solutions to meet user needs. * Ensured that deliverables meet functional and design specifications and requirements. | |

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| Business Analyst | **January 2016 – May 2018** |
| **BegoConsult** | |
| * Perform, elicit, analyze, and document requirements in support of system, business, stakeholder, and user requirements. * Worked with (Product Owners/Manager) owners and team lead to decompose large epics into manageable user stories. * Develop mock-ups/wireframes, use cases, system requirements specification documents, user guides, and other functional documents to support reviews and software release deliveries. * Manage backlog, roadmap and priorities and engage product and stakeholder teams to move towards a common vision. * Identify, track, monitor and communicate project-related issues, scope changes, variances and contingencies that may arise during the implementation of projects. * Identify acceptance criteria and assist in testing as needed. * Ensure that deliverables meet functional and design specifications and requirements. * Elicit, capture, validate and analyze the business process/requirements of stakeholders in assigned lines-of-business. * Collaborate with architects, developers, and QAs to ensure that solutions meet business and technical needs. * Interface with clients and end-users to identify challenges and opportunities for improvement in existing processes and solutions. * Worked closely with the development lead to help create and manage release and iteration plans. | |

**EDUCATION AND CERTIFICATIONS**

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| **Institution** | **Certification** |
| Obafemi Awolowo University, Ile-Ife, Nigeria.  **B.S. in Economics - November 2007.** | **Certified Cloud Solutions Architect**  **Certified Scrum Master (CSM)**  **International Scrum Institute**  ([Certification ID](about:blank)- 59006723917555)  **Google IT Support:** coursera.org/verify/professionalcert/BHH8W2WVRHBQ |