

# AYOMIKUN DAMILOLA ADEGUNLE

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## PROFILE SUMMARY

Results-driven and detail-oriented business analyst with 2 years of experience in analyzing business processes, gathering requirements, and driving strategic initiatives. Possessing a strong foundation in business acumen and a proven track record of delivering impactful solutions that optimize operational efficiency, drive revenue growth, and enhance customer satisfaction. Skilled in eliciting and documenting comprehensive business requirements, and facilitating cross-functional collaboration. Adept at bridging the gap between business needs and technology solutions, leveraging a strong analytical mindset and exceptional communication skills to effectively engage stakeholders at all levels. Demonstrated success in leading process improvement initiatives, system implementations, and change management projects. Recognized for the ability to translate complex concepts into actionable strategies and deliver measurable results. Committed to continuous learning and professional development, staying up-to-date with industry trends and best practices. Seeking to contribute expertise in business analysis to drive innovation and business success within a dynamic organization.

## CORE COMPETENCIES

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|----------------------------|------------------------------------|------------------------------|
| • Business Acumen          | • Change Management                | • Facilitation Skills        |
| • Requirements Elicitation | • Pattern and trend identification | • Time Management            |
| • Process Improvement      | • Data Modelling and design        | • Analytical Skills          |
| • System Administration    | • Technical Competence             | • Business Process Documents |
| • Domain knowledge         | • Risk Management                  | • Learning Agility           |
| • Strategic Planning       | • Adaptability Agility             | • Critical Thinking          |
| • Stakeholder Management   | • Project Management               |                              |
| • Process Modelling        | • Collaboration Skills             |                              |

## SKILLS HIGHLIGHTS

- Proficient in eliciting, analyzing, and documenting business requirements using various techniques and tools.
- Skilled at understanding stakeholder needs and translating them into clear and actionable requirements.
- Adept at identifying and defining business problems, conducting root cause analysis, and proposing effective solutions.
- Expert in applying critical thinking and problem-solving frameworks to address challenges and optimize business processes.
- Excellent verbal and written communication skills to effectively engage with stakeholders at all levels.
- Capable of articulating complex concepts in a clear and concise manner, preparing comprehensive reports, and delivering compelling presentations.

## CAREER ACHIEVEMENT

- Led a process improvement initiative that streamlined workflow and eliminated redundant tasks, resulting in a **20%** increase in overall team efficiency.
- Implemented customer feedback analysis and recommended process enhancements, leading to a **25%** increase in customer satisfaction scores.
- Developed a robust requirement gathering process, ensuring a **95%** accuracy rate in capturing and documenting business requirements, minimizing rework and enhancing project outcomes.
- Led a cross-functional team in the implementation of a new CRM system, achieving a **98%** user adoption rate through effective training, change management, and user engagement strategies.
- Implemented agile project management methodologies using Jira and introduced iterative development approaches, resulting in a **15%** reduction in project timelines while maintaining high-quality deliverables.
- Developed and implemented risk management frameworks, resulting in a **90%** success rate in identifying and mitigating project risks, minimizing disruptions and ensuring project success.

## PROFESSIONAL EXPERIENCE

**Business Analyst** – Tritex Consulting Limited, Enfield United Kingdom.

**February 2022– Present**

- Conducted thorough analysis of business processes, identified areas for improvement, and recommended solutions to enhance operational efficiency while collaborating with stakeholders to gather and document comprehensive business requirements, ensuring alignment with organizational goals and objectives.
- Developed and maintained detailed documentation including business requirements, business case, feature maps, process flows, use cases, and functional specifications.
- Collaborated with cross-functional teams to translate business requirements into technical specifications, ensuring accurate and effective solution design.

- Implemented gap analysis to identify discrepancies between current processes and desired future state, and proposed strategies to bridge the gap.
- Monitored business progress, tracked key performance indicators, and provided regular status updates to stakeholders, ensuring business remained on track and within scope.
- Collaborated with stakeholders to define and prioritize business project objectives, deliverables, and timelines, ensuring successful business project execution.
- Conducted post-implementation reviews to evaluate project success, gather feedback, and identify areas for further improvement.
- Engaged with business users to understand their needs, provide guidance, and address any issues or concerns they may have.
- Supported change management initiatives by identifying and mitigating risks, developing communication plans, and facilitating end-user training

#### **Business Analyst – Medikare Wellness Centre**

**September 2021 – May 2022**

- Facilitated requirements gathering sessions, eliciting and documenting comprehensive business requirements, ensuring alignment with strategic objectives and regulatory compliance.
- Conducted thorough impact assessments and feasibility studies for proposed projects, evaluating technical and operational viability, resource requirements, and potential risks and benefits.
- Developed and maintained detailed functional and technical documentation, including system specifications, user manuals, and process workflows, ensuring clear communication and knowledge transfer.
- Led cross-functional workshops and meetings, fostering effective communication, consensus-building, and collaboration among diverse stakeholders with varying interests and perspectives.
- Played a pivotal role in the implementation of enterprise-wide systems, leading requirements validation, system configuration, and user acceptance testing.
- Fostered strong relationships with stakeholders at all levels, building trust, managing expectations, and ensuring ongoing collaboration for successful business projects delivery.
- Stayed abreast of industry trends, emerging technologies, and best practices, leveraging this knowledge to provide recommendations for business process enhancements and system optimizations.

#### **EDUCATION**

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|---|-------------|
| • <b>M.Sc. Environmental Management – Teesside University</b>   | <b>2022</b> |
| • <b>B.Eng. Civil Engineering (Second Class Upper Division) – Federal University of Agriculture Abeokuta, Nigeria</b> | <b>2018</b> |

#### **TRAINING AND CERTIFICATIONS**

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|--|-------------|
| • <b>Google Digital Marketing Skills and Personal Branding</b> | <b>2019</b> |
| • <b>Design Thinking/ Project Management</b>                   | <b>2019</b> |
| • <b>Human Resource Management</b>                             | <b>2019</b> |
| • <b>Health Safety and Environment (Level 1, 2 &amp; 3)</b>    | <b>2019</b> |
| • <b>Customer Service and Relationship Management</b>          | <b>2019</b> |