**ISMAEEL ADEKANBI**

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**BUSINESS ANALYST**

**EXECUTIVE SUMMARY**

Result oriented and experienced Business Analyst who is passionate about building customer centric products with 5+years’ experience leading cross-functional teams, clients SMEs to support software application development projects driving the attainment of business goals. Experience in digital transformation, Cloud Solutions, SaaS and Low-Code/No-Code solutions. Notable achievements include saving digital sales team $500K in 2022 and increasing revenue by 15% in 2022.

**SKILLS AND CORE COMPETENCIES**

* Requirement gathering & documentation
* Reports design & creation
* Business process analysis
* Gap analysis & Resolution
* Process Flow Diagram
* End-user training & support
* User needs analysis
* Wireframing, Prototyping, and User Stories
* Change management
* Project management
* User Acceptance Testing (UAT)
* Data Analytics
* Product Backlog Management
* AS-IS/TO-BE State Analysis
* Use Case Diagram
* Negotiation and Persuasion
* Problem Solving
* Effective Communication Skills
* Analytical Thinking
* Accurate and Detail-oriented

**Technologies and Framework:** Jira, Confluence, SDLC, SharePoint, Agile & Waterfall Methodologies, Scrum, Microsoft Office, Visio, Figma, SQL & Power BI, PowerPoint decks, Word documents, Excel spreadsheets, and MS Project schedules

**WORK EXPERIENCE**

**Business Analyst |** April 2022 – date

BlackTech Hub, Toronto ON

BlackTech Hub is a company committed to fighting unemployment and underemployment amongst Black and visible minorities by developing premium capability-building programs and strategic alliances with partner organizations to support BIPOC professionals to advance in career, entrepreneurship, and leadership*.*

* Managed product backlog refinement interacted with the client’s business SMEs to define and decompose high-level requirements into user stories and acceptance criteria for online Hotel reservation project resulting to 70% increase in efficiency.
* Efficiently Prioritized backlog items based on user value, time, and other team dependencies, within timeline and under budget.
* Coordinated with Scrum Master, Development Team, Product Manager, and other team members throughout the project to design world class products and systems.
* Redesigned customer engagement, communication, and fulfillment processes, increasing customer satisfaction rates by 35% and saving the company 500k+ due to reduction in refund request.
* Continually analyze data and makes suggestions to implement or improve initiatives and processes.
* Assists in the training, mentoring, and assessment of other team members.
* Support with User Interface design via wireframes/mockups.
* Ability to create visual representation of Business Processes using swim lane diagrams, business process flows, data flows, functional breakdown structures.

Logistic Analyst | August 2017 – April 2022

Airtel Network

* Collaborated with 2 project managers to assess logistics schedules and materials requirements in

order to support operational needs.

* Coordinated and created documentation for materials, seals, and billing paperwork.
* Authored business requirement document for proprietary software application: led requirements elicitation sessions (including requirement analysis), solution assessment and validation, use cases and interface/functionality mock-ups.
* Partnered with developers to automate manual processes, saving time and money while decreasing errors. Credited as a primary driving force behind a 5% increase in margins this fiscal year.
* Performed quality assurance, system integration and user acceptance testing facilitating on-time, on-budget and acclaimed "go-live" of enterprise implementations for up to 12,000 global users
* Participated in documentation of client's requirements and implementing all parts of the product lifecycle, serving as the liaison between client and team to ensure alignment of goals.
* Continuously monitored and evaluated processes to find areas of improvement, significantly improving client experience by 25% by advising on resource allocation
* Leveraged evidence-based research methodology (interviews, user shadowing, requirements workshop, surveys and use case scenarios), future -focused industry research, and design thinking facilitation techniques to elicit latent user needs.
* Managed a re-engineering project to improve and consolidate end-to-end service processes; restructured communication flow among 10 departments, and cut down paperwork by 75%
* Translated stakeholder requirements into over 10 different tangible deliverables such as functional specifications, user cases, user stories, workflow/process diagrams, data flow/data model diagrams.

**EDUCATION**

* B.Sc. in Economics, Tai-Solarin University of Education. January 2013.