George Okwori

BUSINESS ANALYST

Profile

Experienced Business Analyst with a decade of experience in Software Development Life Cycle (SDLC) Management, Requirement Analysis, Process Improvement, and Project Management in the financial services industry. Proficient in Agile Methodology and adept at collaborating with cross-functional teams to deliver successful projects timely and within budget. Skilled in identifying process inefficiencies and implementing improvements to optimize performance.

Key Achievements

Successfully led the design and implementation of a fit-for-purpose cloud and data integration solution for the PowerCurve Origination (PCO) decision engine, ensuring reduced turnaround time for Mortgage processing and timely data updates for analytics and reporting purposes.

Developed and implemented USSD banking services, working closely with essential stakeholders to pinpoint and prioritize business requirements and user preferences. Ensured that technical specifications were clearly outlined and aligned with industry regulations. Took charge of testing and validation initiatives, yielding a notable 33% surge in revenue within the initial 6 months post-deployment. Additionally, achieved improved banking experience, heightened accessibility, and increased customer satisfaction and loyalty.

Effectively spearheaded the implementation and seamless integration of third-party application software to automate the entire loan life cycle for the bank. This initiative resulted in a notable reduction in loan processing time and a significant increase in the bank's revenue.

Employment History

Business Analyst, Principality Building Society

JUNE 2022 — PRESENT

- Conducted process improvement initiatives on credit processes that cut across multiple departments, resulting in a 30% reduction in operational costs and an 18% increase in customer satisfaction.
- Coordinated testing efforts with the QA team to guarantee software quality and compliance with business requirements. This led to a 13% improvement in business satisfaction by ensuring that releases were in line with the business expectations and demands.
- Documented process flows and developed requirements for functional improvements.
- Led the development and implementation of a new digital platform, resulting in a 10% increase in customer adoption in the first 3 months and a 20% increase in transaction volume.
- Acted as product owner and liaison between business stakeholders and technical teams throughout solution implementation to ensure successful delivery of the projects.

Senior Business Analyst, STL Network Limited

APRIL 2021 — MAY 2022

- Developed and maintained process documentation and standard operating procedures for the Product department, ensuring compliance with best practices.

Details

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Skills

Agile Methodology

Business Analysis

Business Process Improvement

Business Process Modelling

Data Analysis and visualization

Data Warehousing

Gap Analysis

Microsoft SQL Server

Software Development Life Cycle

Requirements Engineering

User Acceptance Testing (UAT)

Links

LinkedIn

- Conducted data analysis and developed visualizations to aid decision-making and communication with stakeholders.
- Conducted in-depth research to identify root causes and areas for improvement in software systems. Where necessary, I worked closely with cross-functional teams, including development, testing, and operations, to define problem statements and develop solutions.
- Collaborated effectively with other support team members and cross-functional teams to resolve complex issues and identify opportunities for product improvements.
- Developed and implemented a comprehensive communication plan that effectively kept stakeholders informed off project updates, resulting in improved stakeholder engagement and satisfaction.
- Helped to build strong relationships with stakeholders and clients through effective communication and collaboration during show-and-tell sessions. A major contributing factor to this impact was the use of various techniques, including visual aids, storytelling, and interactive demonstrations, to communicate technical concepts to non-technical audiences.
- Developed comprehensive release notes for software products, detailing new features, bug fixes, and other updates. This increased customer satisfaction by ensuring that all updates were clearly communicated and easy to understand.

Senior Business Analyst, Guaranty Trust Bank Plc

JULY 2013 — MARCH 2021

- Increased efficiency and productivity by identifying and implementing process improvements that reduce processing time.
- Collaborated with cross-functional teams, including IT, Operations, and Marketing to ensure a seamless and successful implementation of new products in Payment, Sales, and Security.
- Developed and implemented a comprehensive communication plan that effectively kept stakeholders informed of project updates, resulting in improved stakeholder engagement and satisfaction.
- Conducted in-depth research to identify root causes and areas for improvement in software systems.

Education

International Diploma in Business Analysis, British Computer Society (BCS)

AUGUST 2022 — DECEMBER 2024

On-going

Diploma in Full-Stack Software Development, Code Institute

OCTOBER 2023 — OCTOBER 2024

On-going

Bachelor of Technology in Quantity Surveying, Federal University of Technology

FEBRUARY 2006 — MARCH 2011

Second Class (Upper Distinction)