GBENGA AJEIGBE

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CAREER OBJECTIVE

Experienced business analyst with 5+ years of expertise in digital transformation and process improvement. Adept at collaborating with stakeholders to translate business needs into effective solutions, leveraging Agile methodologies and technical tools to deliver measurable results.

KEY SKILLS

- Requirement gathering   Process flow documentation
- Business process automation   Team Leadership
- Data Analysis and reporting   Stakeholder management
- Business case Development   Process flow documentation
- Product Management   Cross-functional collaboration
- User Acceptance Testing (UAT).   Problem Solving
- JIRA, Confluence, Microsoft Visio, Balsamiq, BPM, Microsoft Office Suite, Miro, Power BI, SQL.

EDUCATION & PROFESSIONAL DEVELOPMENT

National Open University of Nigeria-Master of Business Administration (M.B.A.) Business Administration (2021)
Landmark University   -Bachelor of Science (B.S.) Business Administration (2015)

CERTIFICATIONS

- SCRUM master certificate
- BCS Certification

EXPERIENCE

Forjo Limited, United Kingdom
Business Analyst, Oct. 2022 - Present

- Facilitate requirements elicitation workshops and interviews with key stakeholders to understand detailed business needs, identify pain points and promote effective communication among project stakeholders.
- Conduct GAP analysis, SWOT analysis, Moscow prioritisation, User Acceptance Testing (UAT) and cost-benefit analysis in order to identify areas of improvement in processes.
- Identifying and analysing key business stakeholders and devising the best stakeholder engagement strategy to employ using communication plan, RACI tool etc.
- Creating surveys and questionnaires, user journey mapping and personas to elicit business analysis information including information about customers, products etc.
- Working with project managers, developers, solution architects and testers on various BAU requests, Change Request, bugs fixes, enhancements on medium and large size projects.
- Writing user stories, acceptance criteria and use case for different enhancements on projects to determine the scope and requirements that must be executed by developers
- Documenting, reviewing, reporting and ensuring that agreement and sign off are achieved by stakeholders
- Developing business cases, communication plans and requirement documents for all assigned projects
- Utilising AGILE SCRUM methodology to deliver projects and improve processes
- Managing and tracking tasks using collaborative Software (JIRA, Trello) to support business operations
- Defining scope and priorities for all assigned projects in order to achieve the project goals and objectives without delays
- Plan and execute UAT with the business to ensure implementations align with users' needs.
- Document user guide for users and also putting metrics in place to continuously monitor and maintain solutions for any additions required

Airtel Networks Limited,

Business Analyst (Process Improvement), Mar 2020 - Dec 2022

I was involved in strategic analysis, end-to-end business process, developed business case, facilitated meetings with relevant internal and external stakeholders'/ projects meetings, services and initiatives and provided advice and support that allowed the business to identify where improvements needed be made on business operations and business processes using GDS framework.

Key Responsibilities.

- Utilised insights from over 100+ stakeholder interactions quarterly to identify and initiate 15% improvements in telecommunication processes and systems efficiency.
- Analysed 300+ customer feedback reports monthly using advanced data analytics tools, leading to a 20% enhancement in customer service delivery.
- Recommended process improvements that reduced stakeholder service inefficiencies by 25%, streamlining operations across the board.
- Executed SWOT, Gap, and PESTEL analysis that shaped 5+ major strategic decisions within the financial year.
- Conducted 50+ audits and quality assessments annually, ensuring 100% compliance with bank policies, procedures, and regulatory requirements.
- Led workshops and stakeholder review meetings, resulting in an increase in cross-departmental collaboration and efficiency.
- Resolved complex stakeholder complaints and issues, achieving a long-term problem resolution rate of 90%.
- Applied the MOSCOW technique to prioritise requirements effectively, impacting the successful delivery of 12 key projects.
- Collaborated with IT, marketing, and operations departments to implement 30+ changes based on stakeholder feedback, enhancing service quality by 15%.
- Developed training programs that increased stakeholder skill levels by 40%, based on pre-assessment and post-assessment performance metrics.
- Improved stakeholder technology and tools' efficiency by recommending and implementing 10+ system upgrades or replacements.
- Monitored and analysed key performance metrics, driving a 15% improvement in response times and a 5% increase in customer satisfaction scores.
- Supported project managers in projects by providing detailed requirements gathering and impact assessments to facilitate successful implementations.
- Managed the change process for customer service enhancements, ensuring transitions occurred with minimal operational disruptions, maintaining over 95% operational uptime.

Airtel Staff Cooperative,

Business Analyst, Apr 2017 - Dec 2020

Projects: *Worked with Project Managers and Quality Assurance teams to support the delivery of projects and all cooperative Applications to time, quality and budget.*

Key Responsibilities.

- Conducted GAP analysis, SWOT analysis, User Acceptance Testing (UAT) and cost-benefit analysis.
- Provided weekly status updates to Stakeholders.
- Ensured all reporting documents are of high-quality standard and consistency of reporting times is adhered to.
- Documented minutes of meetings, updating the action register and chasing actions through to completion.
- Created and maintained training documents. Liaising with suppliers, hosting IT meetings and providing updates when required.
- Provided support to the project managers by ensuring key milestones have been achieved within each project stage.
- Ensured change management procedures are being adhered to and communicated effectively within the team.
- Performed risk assessment on products (New Product Testing) using specialised audits process/reviews and ensure the accuracy of test to meet with all audit scope, identifies failures are detailed in an assessment reports which are presented prior approvals are being issued for product launch

PROJECT