

# SAM FISHER

samefisher00@gmail.com | 07546 394226 | [LinkedIn](#) | Cardiff

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A dynamic and results-driven Business Analyst with a diverse skill set gained through extensive professional experience. Proven ability to drive impactful outcomes and continuous improvement across internal and client-facing projects. Adept at applying both Agile and Waterfall methodologies based on delivery context and business requirements. Recognised for adaptability, stakeholder collaboration, and leading successful initiatives across complex, high-stakes environments. Currently seeking a new opportunity within a forward-thinking organisation where I can contribute to business transformation and operational excellence.

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## **SKILLS**

- Business Analysis
  - Requirements Gathering & Documentation
  - Gap Analysis
  - Risk Analysis & Management
  - Agile & Waterfall Methodologies (e.g. Kanban)
  - Use Case & User Story Design with BPMN-Inspired Process Flows and Diagrams in Microsoft Visio
  - Process Mapping & Improvement
  - Data Analysis, Interpretation & Reporting
  - Stakeholder Collaboration & Management
  - Communication & Documentation (Written, Verbal & Digital – Slack, Microsoft Teams, Zoom)
  - Critical Thinking & Problem-Solving
  - Adaptability
  - Project & Workflow Tools (Jira, Confluence, Trello)
  - Intermediate Microsoft Excel
  - Marketing & CRM Tools (HubSpot, Canva)
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## **EXPERIENCE**

### **Delio**

**January 2020 – Present**

Senior Business Analyst

*March 2022 – Present*

- Led end-to-end client engagements for enterprise accounts, driving strategy, requirements gathering, solution delivery, and post-launch support, contributing to a 95%+ client retention rate.
- Managed onboarding and configuration for 30+ newly signed clients, aligning platform setup with business needs, facilitating workshops, and ensuring all accounts went live on schedule.
- Redesigned internal workflows, cutting average delivery time from 5-6 weeks to 2-3 weeks, a 40%+ improvement in delivery efficiency.
- Applied both Agile and Waterfall methodologies across 30+ projects, ensuring delivery within scope and timeline.
- Conducted impact assessments and gap analysis to support decision-making on £1M+ in proposed technology changes.
- Defined acceptance criteria and led UAT cycles, identifying and resolving 100+ issues pre-launch to ensure solutions met business requirements.
- Oversaw strategic operations for Barclays, coordinating with 14 partners and managing 400K+ transactions quarterly across 2K+ investors at 99.98% data accuracy.
- Collaborated with Product, Tech, and Ops teams to translate business needs into user stories, functional specs, and process flows; maintained decision logs and process maps to improve traceability and stakeholder alignment.
- Contributed to multiple PoC initiatives with senior leadership, directly influencing 3 enterprise client wins worth £1M+ in new revenue.
- Led post-go-live support function, overseeing issue triage and resolution workflows that achieved sub-2 hour average response times and <48-hour resolution SLAs across all clients.

## Structuring Solutions Analyst

*September 2021 – March 2022*

- Owned end-to-end KYC/AML processing for clients and investors, ensuring compliance and consistency.
- Researched and recommended a third-party KYC solution better aligned with business needs.
- Managed daily operations for clients (First Party Capital, Oxbridge Angels), including fund updates, KYC monitoring, and portfolio reporting.
- Coordinated deal documentation and custodians to ensure timely deal activation and funding.

## Marketing Associate

*January 2020 – May 2020*

- Researched competitors and industry trends to inform campaign planning and market positioning.
- Developed and executed a social media strategy for LinkedIn and Twitter, boosting followers by 32% and engagement by 4%.
- Refined writing and communication by tailoring content to platform audiences while maintaining brand consistency.

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## **EDUCATION**

### **Cardiff University | 2018 – 2021**

BSc Business Management – First Class Honours

### **Didcot Sixth Form College | 2016 – 2018**

A Levels: Business Studies (A\*), PE (A), Government & Politics (A)

### **St Birinus School, Didcot | 2011 – 2016**

GCSEs: 10 subjects – A grades (including English and Business Studies), B grades (including Maths), and one Distinction

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## **CERTIFICATIONS & ACHIEVEMENTS**

- Microsoft Business Analysis Fundamentals – *May 2025*
  - Oxford Private Markets Investment Programme – University of Oxford, *February 2023*
  - Microsoft Excel: Beginner to Advanced – *May 2022*
  - Best Student Contribution to a Small to Medium-Sized Employer – *Winner, May 2021*
  - Google Ads Display Certification – *February 2021*
  - Finalist – National Best Intern at the National Employability Awards – *January 2021*
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