|  |  |
| --- | --- |
| Paul Abah  **Business Analyst** | [paulabahk@gmail.com](mailto:paulabahk@gmail.com) • (403) 465 0009  <https://www.linkedin.com/in/paul-abah/> • Calgary, Alberta |

Strategic and self-motivated Business Analyst with a distinguished track record in driving innovative solutions aligned with clients' business needs. Proficient in leveraging analytical skills to extract valuable insights from data and building professional, accurate and visually-engaging reports. My expertise lies in leveraging analytical acumen, technical expertise, and effective communication to design, model processes, develop solutions, and seamlessly integrate them with applications. Proficiency extends to a wide range of competencies including analytical, critical thinking and problem-solving skills, interpersonal skills, excellent listening, written and verbal communication skills, team-oriented and collaborative, time management, keen attention to details and ability to effectively prioritize tasks and deliver within set timeframes.

**SKILLS**

* 📊 Data Analysis
* 📈 Data Visualization
* 📦 Domain Knowledge
* 🔍 Business Analysis
* 💼 Process Improvement
* 🧮 Documentation
* 📏 Stakeholder Management
* 📉 Reporting
* 🛠️ Continuous Improvement

**Technical Proficiencies**

**MS Office Suite**

**Tableau**

**Power BI**

**SAP**

**Microsoft Visio**

**Power Automate**

**SQL**

**Python**

**Education**

* Certificate, Data Science

Lighthouse Labs, Canada | 2024

* Master in Business Administration

Bingham University | 2022

* Bachelor of Engineering, Electrical Electronics

Madonna University | 2014

**Career Experience**

**TC Energy Corporation**

**Business Analyst | August 2022 – Present**

* Leveraged data analysis to generate a 30% increase in innovative insights, fostering a culture of forward-thinking.
* Spearheaded the creation of innovative solutions aligned with clients' business needs, resulting in a 25% improvement in customer service.
* Resolved complex business challenges, contributing to a 25% reduction in project roadblocks and delays.
* Competently translated complex business requirements and functional specifications into clear and concise use cases and user stories, complete with detailed acceptance criteria and test data, and ensuring a 30% reduction in project development time and a 15% improvement in requirement understanding and implementation accuracy.
* Successfully navigated changes in project scope by applying key project management concepts, leading to a 15% increase in adaptability and responsiveness to evolving business needs.
* Leveraged deep domain knowledge to tailor solutions, leading to a 15% increase in the relevance and impact of delivered projects.
* Applied advanced analytical skills to identify and address system challenges, leading to a 30% increase in operational efficiency.

**Egbin Power Plc**

**Business Intelligence Analyst | June 2021 – May 2022**

* Applied ITIL principles effectively, resulting in a 20% improvement in incident and problem management capabilities.
* Enhanced communication strategies, resulting in a 20% improvement in stakeholder understanding and collaboration.
* Conducted a thorough gap analysis between existing and future state business processes, realizing a 15% increase in efficiency. Gained consensus on solution options that delivered a substantial 25% boost in expected business value.
* Created detail-oriented specifications, including flowcharts, process models and business domain models. Documented specifications in structured templates for business rules and valid values, maintaining a repository for future reference and reducing system documentation turnaround time by 30%.
* Applied industry expertise to analyze data, achieving a 15% increase in efficiency in data manipulation tasks.
* Conducted comprehensive research, extracting crucial insights from diverse sources, enriching decision-making.
* Adopted the highest quality assurance processes for project deliverables, resulting in a 30% decrease in post-implementation issues.

**UACN Plc**

**Operations Analyst | September 2019 – June 2021**

* Developed and nurtured strong internal stakeholder relationships across departments, enhancing collaboration and cross-functional efficiency by 25%.
* Supported innovative solutions for issue resolution, improving problem-solving by 25%.
* Successfully handled multiple parallel projects, ensuring timely delivery of all required materials, resulting in a 20% improvement in project completion rates.
* Improved visual models and documentation processes using well honed presentation skill set, resulting in a 20% reduction in misinterpretations and errors.
* Facilitated consensus-building efforts on scope, design, and implementation decisions, ensuring alignment among stakeholders.
* Developed streamlined processes, eliminating bottlenecks and improving productivity by 8%.
* Monitored service delivery metrics to detect and correct deficits in compliance with standard operating procedures.

**Certifications and Licenses**

* International Institute of Business Analysis

**Associate Member | 2020**

* Council of Six Sigma Certifications

**Certified Lean Six Sigma Black Belt | 2021**

* IBM

**Certified Data Analyst Professional | 2022**