TATIKA ANDERSON

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PROFESSIONAL SUMMARY

Highly skilled and results-driven Senior Business Analyst with over 15 years of experience delivering business and technology solutions across banking, government, and public service sectors. Proven ability to drive business transformation, operational excellence, and regulatory compliance initiatives within Agile and Waterfall environments.

Skilled in:

- *Business and Systems Analytics*
- *Business Implementation & Change Management*
- *QAT, UAT, PIV Planning and Management*
- *Collaboration & Presentation (Jira, Confluence)*
- *Oral & Written Communication), Training*

- *Process Improvement & Business Effectiveness*
- *Data Analysis, Mapping & Reporting (Excel, SQL, Visio)*
- *Stakeholder & People Management*
- *Agile/SAFe/Scrum, Waterfall methodologies*
- *Leadership, Negotiation, Decision-making*

Pursuing IIBA™ CBAP® certification *(exam scheduled for Aug 2025)* to build on 2021 CCBA® certification.

PROFESSIONAL EXPERIENCE

CONSULTANT, BUSINESS SYSTEMS ANALYSIS   *05/2021 – 01/2024*
Canadian Imperial Bank of Commerce (CIBC), Ontario Canada

Solution/Business BA Lead for multiple, medium to complex and cross-functional digital banking projects (online, mobile, ATM, POS, Fraud, and Enterprise Authentication), while also providing mentorship to newly onboarded BAs.

- Gathered and documented business, functional, non-functional, transition, and change requirements; user stories, business rules, use cases, mockups, current and future state process flows.
- Defined acceptance criteria, traceability matrix. Managed/Supported QAT, UAT, PIV, and defects resolution.
- Drove requirements reviews to ensure stakeholder alignment, technical feasibility, and timely approvals.
- Provided SME support to Project – monitored/updated RAID & Decision Logs, BA status, and maintained BA documentation using Confluence, SharePoint, Jira, TopTeam Analyst, HP-QC, and MS Office and Visio apps.

  Notable Achievements:
  - *Authentication Transformation Ph 1 BRD: Delivered 145 approved stories (Jira) in required 2 months.*
  - *CIBC $3B Costco Canada credit card portfolio acquisition: Solution BA for PIV and transition requirements.*
  - *Future Dated & Recurring e-Transfers: Secured distinction of 1st Canadian bank to enable this feature.*
  - *Extend TelAgent BP Reversal Window: Tactical solution to reduce suspicious Bill Payment transactions.*
  - *CAMLR (Ph 2) – RBSS: Delivered 100% compliance in AML reporting for assigned RBSS Payments portfolio.*
  - *Moment Makers: Multiple Purpose awards. Consistently exceeded annual performance goals (2022-2023).*

QUALITY ASSURANCE ANALYST (CO-OP)   *05/2019 – 08/2020*
Ontario Ministry of Education, Canada

Collaborated with lead BA and development teams to ensure requirements are correctly implemented.

- Identified gaps in test planning and proposed improvements to ensure solution quality.
- Created test scripts and scenarios, executed test cycles against plan, performed code review for accessibility testing, and managed Jira tickets and HP-QC defects.

  Notable Achievement:
  - *Reduced defects by 95% by aligning test results with business and software quality requirements.*

SENIOR SYSTEMS ANALYST   *07/2008 – 08/2017*
SYSTEMS ANALYST   *04/2006 – 06/2008*
National Housing Trust (NHT), Jamaica

- Spearheaded requirements gathering and provided data-driven insights for optimized workflow solutions for Tax Administration modernization programs - complex, strategic multi-government agency program impacting ~1M end-users, internal staff and 3 partnering government agencies.
- Conducted stakeholder workshops, collected requirements, and created technical documentation.
- Produced business analysis information – business and solution requirements, process flows, data modeling/file specifications, screen and report mockups, ETL/data mapping, and access control matrices.
- Coded solutions to integrate with Fiserv Signature financial system. Supported QAT, UAT and implementation.
- Provided 2nd level application support and ad-hoc SME support (using SharePoint, SQL on IBM i database, MS Office and Visio).

  Notable Achievements:
  - *Single Employer Annual Tax Return (S02) filing:* 75% reduction in employer tax filing effort, 90% improvement in Tax Compliance transparency across 4 tax agencies, automated secure retrieval & integration of the required Tax dataset with NHT's systems.
  - *Fully Automated back end NHT Refund 3-tiered-approval & Payment workflow:* Reduction in Refund processing times by 55% and eliminated staff embezzlement through implementation of robust access controls.
  - *Senior Director's "Excellent Customer Service" award*

BUSINESS ANALYST   *07/2003 – 03/2006*
National Housing Trust (NHT), Jamaica

- Transformed and redesigned NHT Contribution Refund (front-end) paper application process.
- Provided SME support for data analysis and implementation of business rules to standardize and merge customer records and accounts data – *data analysis and rules verification (SQL), requirements, procedures*.
- Spearheaded outsourcing of loan origination process for the Joint Financed loan product to partnering financial agencies - *policy, procedures, user manuals, training and documentation*.
- Defined and executed comprehensive QA test plans for in-house, outsourced or COTS solutions. Provided support to UAT, defects resolution, post-implementation verification and application support across LOBs.

  Notable Achievements:
  - *Automated applications:* 75% reduction in staff & related costs and reduction in refund processing time.
  - *CIF Merger & Data Quality:* Reduced annual COTS licensing cost by 50% due to removal of duplicate records and standardization.
  - *JFM Product:* Reduced NHT loan payout times by 75% for NHT JFM clients.

EDUCATION & CERTIFICATIONS

- Certified Business Analysis Professional (CBAP®) - IIBA™   *In progress*
- Certified Capable Business Analyst (CCBA®) - IIBA™   *04/2021*
- Advanced (3-yr) Diploma, Computer Programming & Analysis – Seneca College, Canada   *05/2018 – 12/2020*
- Certificate, Computer Studies – University of Technology, Jamaica   *11/2004*