**Faith Okafor**

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**Business Analyst**

**Professional Summary**

A dynamic and highly motivated Business Analyst with over 2 years of experience supporting business systems and processes by collaborating with cross functional teams in documenting and analyzing requirements that align with business needs. Solid understanding and practical experience of delivering software solutions using the Software Development Life Cycle (SDLC) methodologies. Proven track record of developing and monitoring data analytics and metrics that have solved business inefficiencies including increasing company profitability by over 27%

**Skills and Competencies**

* **Applications** – MS Visio, MS Project, Microsoft Office Suite (Word, Excel, PowerPoint), MS SharePoint, SAP HANA
* **Analysis** – Risk, GAP, ROI, Cost-Benefit, Feasibility, Root Cause
* **Documentation** – Business Cases, Project Charter, Business Requirements, Functional/Technical Requirements, User Acceptance Test, Use Cases, Process Flows, Gap Analysis, Test Cases, Requirement Traceability Matrix, Training Manuals, Epics, User Stories
* **Project Management Methodologies** – Waterfall, Agile (Scrum)
* **Tracking/Communication Tools** – Jira, Confluence, Trello, Slack
* **Domains** – Financial Services, Ecommerce, Retail, Education
* Proficient in prioritizing multiple projects and processes; working independently and as a member of a team in various demanding, fast paced, constantly changing environment
* Excellent communication and interpersonal skills with a demonstrated ability to interact with stakeholders within all levels of the organization

**Work Experience**

**Business Analyst,** Stacey & Lloyd Consulting Toronto Oct. 2019 - Present

* Responsible for the elicitation and analysis of business requirements related to the SAP B1 Hana Enterprise Resource Planning (ERP) implementation which improved efficiency for the company by over 25% within 3 months
* Responsible for maintaining product backlog, prioritizing the PBI’s, adding new PBI’s and decomposition of PBI’s in collaboration with the scrum team during sprint planning meetings and backlog refinement meetings
* Collaborating with the product owner and development team translating requirements into Epics, User Stories and Acceptance Criteria and ensuring the right Features and Epics are being planned for the digitization projects
* Validating IT solutions by facilitating user acceptance tests (UAT) and training with business users and Technology department to identify and retest defects on small/medium sized projects to ensure successful deployment of software applications
* Preparing reports and making recommendations on changes in business methods and processes, to support the development of systems requirements and design, testing plans, artifacts/deliverables which ensures business objectives are met
* Developing solid business cases, feasibility studies, cost/benefit analysis, risk management and assessment, contingency planning for multiple projects including a recently concluded E-Learning/work platform (used by over 1000 candidates), that led to a 52% drop in monthly logged customer complaint tickets

**Business Analyst**, Libsol LTD May 2016 – Sept. 2019

* Proactively identified a range of feasible options for operations, policies, technology, information systems and management practices, assessing the implications and viability of each option and recommended changes that transformed business and operations
* Conducted analysis and utilized business process mapping (BPMN) to contextualize and visualize the current and future state to stakeholders and this optimized the efficiency of the organization's processes by over 70%
* Spearheaded system enhancements and process improvement supporting several functional divisions including Human Resources, Information Technology, Operations, Compliance and Administration in line with their specific business objectives
* Coordinated research into legislations and practices which ensured that implemented solutions complied with government policies and regulatory requirements; this led to maintaining 100% compliance with tracking, reporting and expense auditing obligations (against an average engagement compliance of 65%)
* Responsible for planning and monitoring the success of the self-service portal and workflow software which streamlined business processes resulting to increased workflow integration, security and automation for all front, mid, and back office initiatives
* Led the Change Management process to ensure a smooth implementation of changes in technology, internal procedures, and the regulatory environment

**Business Operations Analyst,** Jumia Oct. 2014 – Apr. 2016

* Contributed to a culture of innovation by participating in regular brainstorming sessions that supported internal process improvement and creation of new processes and features including contributing ideas on how to streamline the customer service procedures
* Created automated live dashboards using excel queries to import and transform data from different sources for KPI (Key Performance Indicators) reports used across multiple teams which helped improve efficiency by 30%
* Led the collection, analysis and reporting of large data sets of operational and client demographic data. Built metrics reporting systems to track process improvements across teams in the organization which increased stakeholder efficiency by 75% and highlighted problem areas to be proactively tackled
* Prepared and delivered sales reports and recommendations for improving processes across the organization by using insight obtained from SQL data queries and Power-BI data visualizations
* Conducted analysis to measure the effectiveness and efficiencies of customer service delivery methods and designed processes to track those indicators including reviewing customer feedback through Quantity/Quality analysis (NPS, Customer Satisfaction, delivery performance and internal operations metrics). This contributed to the company winning the 2015 E-commerce Customer Service Award

**Business Analyst**, Goldsworth Integrated Investment Mar. 2013 – Mar. 2014

* Acted as a liaison between the business and the technology team documenting requirements and managing business relationship effectively
* Improved monitoring efficiency and response time to inquiries by 25% by creating an invoice and payment tracker with Microsoft Excel
* Performed gap analysis, risk analysis and impact assessment to ensure the successful delivery of solutions that met the organization’s needs and budget

**Education and Certification**

* **Certificate in Business Analysis,** University of Toronto In Progress
* **Professional Scrum Master (PSM),** Scrum 2020
* **MSc Management,** Manchester Business School, UK 2012
* **BSc Economics,** Covenant University 2010
* **Certified Business Analysis Professional (CBAP),** IIBA In Progress

**Volunteer Experience**

**Team Member**, Slum2School Jan. 2018 – Present

Designing and implementing impact programs for community agencies; including organizing fundraising campaigns that provides funding for over 3000 children to have access to quality education