

OLUWATOSIN TOLASE-AKINTOLA

Kitchener, Ontario, N2R 0K4

+1 437-988-0711 ~ oluwatosintolase@gmail.com

www.linkedin.com/in/oluwatosin-tolase-akintola-b22857202

PERSONAL PROFILE

- Over 6 years' experience in defining business solutions as a Business Analyst in an IT environment - working with business owners and IT development staff in the Health Care sector.
- Possess vast experience in requirements gathering, business process modelling and stakeholder identification, analysis and management within both Waterfall and Agile project environments
- Possess impeccable communication and interpersonal skills that facilitate collaboration with a wide variety of internal and external stakeholders. Thrives in fast paced dynamic environments that demand creativity, initiative, rapid decision making and multitasking capacities

PROFESSIONAL SKILLS

- Applications/Methodologies: Waterfall, Agile – Scrum, RUP, Iterative, Software Development Lifecycle (SDLC), Use Case (Stories, Modelling, Diagrams, and Narrative Workflows)
- Modelling AS-IS and TO-BE processes using UML and BPMN standards.
- Proposing and implementing Systems and Process improvement.
- Skilled at BA documentation preparation such as the Business Case, BRDs, FRs.
- Full Software Development Life-Cycle (SDLC) experience, with Waterfall and Agile.
- Excellent Stakeholder Analysis and Management skills.
- Software: Microsoft Office Suite including Word and Excel, Microsoft Project, SharePoint, Visual Basic, Visio, Jira, MockFlow, CRM, PHS, EPR, ICMS
- Competencies: Requirements Elicitation, Stakeholder Management, Process Modelling, RAID (Risks, Issues, Assumptions, Dependencies) Management, Scope Development, Change Management, Quality Management, Contract Management, Budgeting, Performance Management, Backlog Management, Troubleshooting and Issue Resolution
- Elicitation Techniques: Brainstorming, JAD sessions, Workshops, One-on-One Interviews.
- Soft Skills: Excellent Written and Oral Communication skills, Facilitation, Presentation, Negotiation, Leadership, Organization, Stakeholder Management, Attention to detail, Accountability, Resilience

PROFESSIONAL EXPERIENCE

Business Analyst

February 2020 - Present

Divine Care Conglomerate.

Responsibilities:

- Implementation of a Healthcare Staffing system to facilitate the seamless supply of PSWs and Nurses to Care homes, facilities and retirement homes.
- Facilitate the creation, tracing, prioritization, and optimization of business value by executing the end-to-end delivery of business requirements using an agile and structured methodology.
- Translate conceptual business and user requirements into functional requirements and use cases in a clear manner that is comprehensible to developers and the quality assurance team
- Perform gap analysis for 'AS IS', 'TO BE' and various intermediary stages applicable to certain processes or channels; created Process Flow diagrams and Use Cases for the end-to-end processes.
- Assist with quality assurance (QA) tasks such System Integration Testing (SIT), User Acceptance Testing (UAT), Regression Testing, and Post Implementation Support.
- Create user training and implementation manuals to ensure that technical and business criteria were met. This will create a direct relationship between the business and IT.
- Create Business Case by collaborating with stakeholders defining project benefits measures and effort estimates to achieve benefit results/objectives.
- Identify, validate, and document current state processes working with the business and stakeholders to design the desired future state.
- Produce MI (Management Information) packs for the various working groups and workstreams within the program at both project and Program level.
- Forecast, define and manage the requirements effort including cost and timeline. Engage, enable, and lead stakeholders to final agreement and signoff of the business requirements.
- Identify risks or issues which may impact realization of project benefits and provide guidance and support to stakeholders in making good decisions to proactively resolve or mitigate potential risks/delays to the project.
- Ensures accuracy of business requirements documentation throughout the project to mitigate against project changes and reduce/manage cost to the project.
- Documented and managed requirements within the JIRA requirements management tool
- Produced artefacts such as wireframes, user journeys and business rules to support user stories
- Participated in the development and grooming of backlog stories (requirements)
- Worked with peers, stakeholders and project teams to prioritize requirements and gain approval on defined requirements
- Maintained and reconciled forward and backward requirements traceability matrix
- Worked with UX designers to develop UX prototypes of interfaces based on the user requirements

Business Analyst

November 2015 – January 2020

Msmetics

Responsibilities:

- Documented business and functional requirements to cater towards supply chain, short term and long-term management reporting, regulatory reporting, dashboards, and analytical needs of the business units.
- Gathered, organized, and evaluated relevant information, such as financial statements, vendor contracts, product stock level
- Communicated with internal and external stakeholders and conducted interviews as necessary to understand current practices and determine possible areas for improvement.
- Analyzed company revenue, profits, and losses, along with current employment levels, to make recommendations about how to realize savings and make business process improvements.
- Assisted with project management at multiple stages, including the research, testing and implementation of new systems and products; also guide software development.
- Created business requirements documents, user training manuals and guides, and requirements traceability matrices.
- Delivered written and verbal presentations to organization's leadership to communicate key findings and updates on business process adjustments.
- Conducting in-depth data analysis, using spreadsheets or more specialized tools such as project management software and traceability solutions.
- Periodically reviewed the progress of any recommended and implemented changes to see if they're still on track, and repeated the above steps as needed to ensure continuous improvement

Social Media Specialist

June 2012 – October 2015

Nuban Beauty

Responsibilities:

- Developed, implemented and managed the company's social media strategy after conducting competitive research, platform determination, messaging and audience identification.
- Setting up relevant Campaign to increase sales.
- Monitored performance of sponsored ads and adjusting it based on the results.
- Planned, created, published and shared new content (including original text, images, video and code) on a daily basis that builds meaningful customer connections, increases brand awareness and encourages community members to engage with the brand
- Collaborated with sales and marketing teams to develop social media campaigns.
- Stay up to date with the latest social media best practices and technologies
- Set up and optimized company pages within each platform to increase the visibility of company's social content
- Monitored SEO and customer engagement and suggest content optimization
- Moderated user-generated content in line with the moderation policy
- Collaborated with sales, web design, web development, digital marketing, customer relations and product development teams

- Captured and analysed the appropriate social data/metrics, insights and social media best practices to measure the success of every social media campaign, then used that information to refine future campaigns
- Periodically reviewed the progress of any recommended and implemented changes to see if they're still on track, and repeated the above steps as needed to ensure continuous improvement

EDUCATION AND PROFESSIONAL CERTIFICATIONS

Certified Scrum Master (CSM) <i>In view</i>	2022
Scrum Alliance, USA	
Professional Data Analytics <i>In view</i>	2022
Coursera Online	
Bachelor of Technology, Computer Science, Ladoke Akintola University of Technology, Ogbomosho, Nigeria	2009
<ul style="list-style-type: none"> • <i>Equivalent to a Bachelor of Science degree from a Canadian University, as determined by World Education Services in Ontario, Canada.</i> 	
Emergency Medical Technician Certificate.	2012
Raritan Bay Medical, New Jersey, USA	
Business Marketing/Office Management Certificate.	
2005	
Northwestern Business School	