**OLUWATOSIN Tolase-Akintola**

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**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, FRSs.
* 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

University Health Network, Toronto ON.

Responsibilities:

* Implementation of an EMR/EHR system to facilitate the delivery of comprehensive primary care clinics, dental services, mental health, and addiction treatment services.
* Facilitate the creation, tracing, prioritization, and optimization of business value by facilitating the end-to-end delivery of business requirements using an agile and structured methodology.
* Produce a Business Requirement Document (BRD) and, using use case models and scenarios, break it down into a System Requirement (SRS).
* Examine the whole data flows (data mapping) across different systems, as well as their consolidation and use in the CRM system.
* 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.

**Divine Care Conglomerate, Social Media Manager**, **Mississauga** 07/2021 – 10/2022

* Facilitated requirements engineering for implementing a cloud-based learning management system (LMS) to enable the organisation create, deliver, and track the effectiveness of their eLearning programs. This was later enhanced to include subscriptions, events and eCommerce.
* Collaborated with project managers, subject matter experts and development teams to define project scope, vision and gather requirements for multiple initiatives.
* 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
* 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
* Work with UX designers to develop UX prototypes of interfaces based on the user requirements
* Validated that test cases provide full coverage of requirements and participate in defect triage
* Performed quality control and other analysis of features to verify objectives were satisfied
* Assessed clients' needs, identifies and documents requirements critical to achieving business goal
* Developed understanding of business needs through discussion and interviews

**Nubian, Social Media Specialist, Lagos, Nigeria** 2012 – 2020

* Documentation of business and functional requirements to cater towards 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, and EHR system specifications.
* 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.
* Draw up alternative plans and solutions for possible implementation, e.g., zeroing in on a new EHR provider or recommending technology to help with system interoperability.
* 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

# EDUCATION

**Business and Digital Marketing Specialist,** Trios College 2021

**Bachelor of Technology, Computer Science,** Ladoke Akintola University of 2009

Technology, Ogbomosho, Nigeria

* *Equivalent to a Bachelor of Science degree from a Canadian University, as determined by World Education Services in Ontario, Canada.*