

JAROD OLIVIER

Senior Business Analyst

Product and Engineering (Banking, Finance, and Payments)

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Professional Experience

The Access Group

Senior Business Analyst / Product Owner

From: 01/12/2021 To: 30/03/2025

Developed and executed product roadmaps for the payments division, aligning technical solutions with business strategy. Led requirements elicitation and documentation, ensuring clear user stories and acceptance criteria for development teams. Served as a subject matter expert (SME) on payment products, collaborating with stakeholders to drive innovation and efficiency.

Partnered with engineering teams to prioritise and manage backlogs, ensuring seamless Agile development cycles. Contributed to the continuous improvement of business analysis practices, upskilling teams and refining processes for efficiency. Provided strategic recommendations based on risk, technical feasibility, and commercial impact to support product decision-making.

Greengage Bank

Senior Business Analyst

From: 01/09/2020 To: 30/11/2021

Conducted detailed research and analysis to define technical and functional requirements for new system implementations. Managed project interdependencies and collaborated with cross-functional teams to ensure milestone achievement. Designed and implemented bespoke Management Information Systems (MIS) to improve business insights and reporting.

Developed clear and concise user stories and acceptance criteria to drive effective feature development in Agile environments. Ensured compliance with regulatory requirements, maintaining up-to-date documentation and infrastructure records.

Intelliflo Limited

Specialist Business Analyst

From: 01/08/2019 To: 30/08/2020

Led technical business analysis for REST API integrations and system architecture, optimising data flows and system efficiency. Created UX wireframes and prototypes for personal financial portals, enhancing the user experience and engagement. Facilitated seamless system integrations with external financial services, supporting expansion into new markets.

Managed documentation in JIRA and Confluence, ensuring clarity and traceability in Agile workflows. Developed user stories and acceptance criteria to drive iterative improvements in financial software products.

Discovery Bank

Specialist Business Analyst

From: 01/01/2018 To: 30/07/2019

Provided end-to-end IT system support, including training and mentoring support teams across multiple tiers. Conducted stakeholder meetings to gather business requirements and align project deliverables with strategic goals.

Authored user stories and acceptance criteria, ensuring incremental and high-quality product enhancements. Managed interdependencies and milestones across multiple projects, ensuring seamless cross-functional collaboration.

Investec Bank

Business Analyst

From: 01/01/2013 To: 30/12/2017

Led regulatory projects (BCBS239), ensuring compliance with risk aggregation and reporting standards. Conducted requirements elicitation, project scoping, and business case development for risk management initiatives.

Designed and implemented Agile process improvements, enhancing collaboration and delivery cycles. Trained IT support teams and provided technical assistance for audits and system reviews.

Education and Certifications

- Bachelor of Science in Computer Systems – Heriot-Watt University (2014)
- Project Management (BTECH HND IS Level 5) – Pearson Facility Training Institute (2012)
- Certificate in Business Analysis – Pearson Facility Training Institute (2015)
- Advanced Business Risk Management Course – Cape Town University (2017)
- Product Management / Product Owner Certification – Tarigo (2023)

Technical Proficiency

Core Skills:

- Business Process Analysis and Improvement
- Product Roadmap Development
- Agile Methodologies (Scrum, Kanban)
- Requirements Elicitation and Documentation
- User Story Creation and Acceptance Criteria
- Stakeholder Management and Communication
- Regulatory Compliance (BCBS239)

Tools and Technologies:

- JIRA, Confluence, Wireframing Tools, MS Office Suite, Agile Tools, APIs

Key Strengths and Impact

Strategic Product and Requirements Management

Driving backlog prioritisation and ensuring alignment with business goals.

Technical and Market Awareness

Staying ahead of industry trends and emerging technologies to enhance product innovation.

Cross-functional Collaboration

Engaging with diverse stakeholders to streamline product development and delivery.

Problem-Solving and Risk Mitigation

Identifying root causes, mitigating risks, and improving operational efficiency.

Continuous Improvement and Agile Best Practices

Refining methodologies and tooling to enhance team collaboration and efficiency.