Sam Okhuebor

Business Analyst @ Verra Mobility

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Summary

Previous	Business Analyst @ Barstool Sports
Preferred	Business Analyst
Location	CT, US
Desired Work Settings	Remote
Willing to Relocate	No
Work Authorization(s):	Authorized to work in the United States on a full-time basis.
Security Clearance Info:	US Citizen (for security purposes)
Employment Type	Full-time Contract - Independent Contract - W2 Contract to Hire - W2
Total Experience	9 years
Education	Unspecified
Profile Source	Dice
Profile Downloaded	Monday, December 9, 2024

L: Groton, CT.| M: | E: _____

https://www.linkedin.com/in/samokhuebor/

Professional Summary

A dynamic and experienced Product Owner, Business Analyst, and Scrum Master with over 9 years of expertise in driving Agile practices, fostering collaboration, and leading high-performing software development teams. Proven track record in successfully guiding enterprise-wide software projects, with extensive experience in designing, developing, and implementing innovative business process models and system solutions. Skilled in gathering and analysing requirements, bridging the gap between stakeholders and development teams, and transforming business needs into technical solutions. Strong focus on enhancing customer experiences, optimising product roadmaps, and prioritising tasks that maximise business outcomes and efficiency.

Tools

Jira	Confluence	Ms Office	Lucid
Snagit	Balsamiq Wireframes	Slack	Ms Teams
SQL	Power BI	Visio	Miro
MS CoPilot	MS Dynamics	SharePoint	Tableau

CAREER HISTORY

Wintrust Financial Corporation. Illinois, U.S   **Jan 2024 - Present**
Business Analyst/Consultant

Skilled in analysing and mapping business processes, identifying inefficiencies, and developing detailed documentation to improve workflows. Adept at building and maintaining strong relationships with stakeholders, facilitating workshops, and ensuring alignment between technical teams and business units throughout the project lifecycle. Proficient in Agile methodologies, including backlog management, user story refinement, and facilitating scrum events. Experienced in utilising AI technologies to analyse user feedback, leading to measurable improvements in product satisfaction.

- Collaborates with business stakeholders to understand and capture requirements, translating them into technical solutions that align with organisational goals.
- Analyse, document, and map business processes to identify inefficiencies and opportunities for improvement, developing detailed process documentation including flowcharts, diagrams, and technical specifications.
- Build and maintain strong relationships with internal and external stakeholders, including team members, partners, and suppliers.
- Prepare and present reports, findings, and recommendations to stakeholders, ensuring clear communication of insights and proposed improvements.
- Facilitate workshops and meetings to drive stakeholder consensus, make informed decisions, and gather comprehensive requirements to ensure alignment with business objectives.
- Act as a liaison between technical teams and business units, ensuring seamless communication and understanding throughout the project lifecycle.
- Participates and supports the project team during the SDLC process and quality assurance testing by clarifying requirements questions for acceptance criteria.

- Participate in Agile ceremonies (e.g., sprint planning, retrospectives) and adhere to Agile best practices, facilitating refinement sessions and scrum events to ensure effective collaboration.
- Create and refine user stories to ensure a shared understanding across the team and contribute to backlog management
- Utilise AI technologies to analyse user data and feedback, resulting in a 20% increase in product satisfaction scores.
- Assess the impact of changes, capture and analyse requirements, and support effective change management through collaboration with key stakeholders.
- Foster strong connections with the user community to gain insight into their needs and the underlying motivations behind their requirements
- Foster a culture of innovation and accountability within the team, promoting a fail-fast mentality and driving continuous improvement through retrospectives and feedback loops.

Verra Mobility. Arizona, U.S   **Jun 2022 - Dec 2023**
Business Analyst/Scrum Master
Fostered strong relationships across IT, business units, and user communities to ensure seamless communication and stakeholder support. My role involved capturing and documenting detailed requirements, including the "AS IS/TO BE" process flows, and translating them into actionable user stories for Agile teams.
- Collaborated with stakeholders, including business sponsors, SMEs, and development teams, to ensure that project goals are clearly defined and aligned with business objectives.
- Communicate effectively with stakeholders to ensure they are informed about key feature availability and project progress.
- Engaged with stakeholders to elicit, capture, and elaborate on their requirements, documenting them in a manner that facilitates effective change delivery without prescribing specific solutions.
- Provided periodic progress reports to stakeholders, ensuring transparency and alignment with project goals and timelines.
- Understand business objectives and validate requirements from a diverse range of stakeholders using appropriate business analysis techniques to ensure alignment with strategic goals.
- Elicited and documented comprehensive end-to-end "AS IS/TO BE" business process flows and meets requirements at an appropriate level of detail.
- Translated business and technical requirements into clear user stories for Agile teams to implement effectively.
- Worked closely with product and project teams to plan business changes and design effective business processes that meet stakeholder needs.
- Built and maintained effective relationships across IT and the broader business, leveraging these connections to ensure successful project delivery and stakeholder support.
- Build strong relationships with the user community to understand their needs and the drivers behind their expressed requirements.
- Acted as a proxy product owner when necessary, planning and prioritising work, and extending the role in complex system-of-systems environments to ensure clarity and direction.
- Performed SIT and Coordinate with QA to perform UAT of all system enhancements, including potentially assisting with writing user test scripts.

Barstool Sports. New York, U.S   **Mar 2016 - Jun 2022**
Business System Analyst
Enhanced communication features within sportsbook systems which improved workflows and user engagement by 20%. Collaborated closely with IT teams to ensure the seamless integration of new features into existing systems while maintaining compliance with state and federal regulations

- Collaborated with gaming and casino stakeholders to gather requirements and identify communication gaps within work queues.
- Conducted thorough analysis of user needs and workflows to define functional and non-functional requirements for enhanced communication features.
- Participated in usability testing and feedback sessions to inform the redesign of the app's communication interface, ensuring it meets user needs and enhances engagement.
- Utilised data analytics tools to monitor current communication effectiveness, measuring response times and user engagement rates to inform project direction.
- Created detailed project documentation, including business requirements documents (BRDs), user stories, and process maps to support project development and implementation.
- Worked closely with the IT department to facilitate the technical integration of new communication features, ensuring alignment with existing pharmacy systems and workflows.
- Established key performance indicators (KPIs) to evaluate the success of implemented communication features and to drive continuous improvement initiatives.
- Collaborated with project managers to track project progress, manage timelines, and ensure deliverables were met on schedule.
- Ensured that all communication enhancements complied with relevant gaming regulations, including NJDGE, maintaining patient data privacy and security.

EDUCATION & CERTIFICATE

Diploma in Business Law   International Scrum Institute
University of Huddersfield. England   Certified Scrum Master (CSM)
                                                 Certified Scrum Product Owner (CSPO)

Core Competencies

- Agile Framework
- Conflict Management
- Business process mapping
- IT Operations Management

- User Stories
- Team leadership
- Risk Management/Mitigation
- Scrum Methodologies

- Continuous Process Improvement
- Problem Solving Decision Making
- Software development life cycle (SDLC)
- Problem Solving & Decision Making