# John William

## Business Analyst

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Highly analytical and results-driven professional with substantial experience leading several facets of business analysis, IT project management, and digital strategy development and execution. Demonstrated history of preparing and performing user training and testing. Skilled at ensuring product backlog is refined and well-documented by collaborating with product owner and development team. Adept at gathering functional specifications and requirements to deliver project in line with specified needs. Possess expertise of agile methodologies, including Scrum.Kanban, Scrumban, extreme programming, V model, and design thinking.

## Areas of Expertise

- Business Process Analysis
- Requirements Gathering
- Project Management
- Training & User Testing
- Cross-functional Collaboration
- Client & Stakeholder Engagement
- Digital Transformation
- Scrum Framework
- Continuous Process Improvement

## Professional Experience

**Teal (OCP & IBM JV), Location**                                      **2018 – Present**
**Business Analyst**

Serve as Business Analyst to gather data from clients and deliver functional product in line with set requirements. Develop product backlog and perform testing of functional requirements with end users. Collaborate with cross-functional teams to achieve shared goal.

### Key Projects:

**Documentation AID:** Functional Documentation of OCP Applications in Production

- Created functional and technical specification documents by utilising retro engineering, analysis, and functional enhancement for applications.

**Procurement SAP FG:** Full Digitalization of Procurement Process with SAP Field Glass

- Performed end-to-end functional testing of developed SAP FG solution with end users.
- Gathered new functional requirements for development on new SAP FG configuration whilst training end users on usage of new platform.

**Act 4 Community:** Web and Mobile Application Designed to Connect OCP Collaborators and NGO to Perform Charitable Actions

- Established "To-be Journey" by organising and conducting design thinking workshops with UX designer.
- Collaborated with client to create product backlog and tested functional requirements with end users.
- Achieved high retention rate for end users by providing training on usage of new platform.

**Smart Lock:** Web Based Application to Digitize Security Process HSE and Consignment on OCP Sites

- Gathered requirements and transformed into product backlog by collaborating with product owner.
- Utilised JIRA by using scrum framework to accomplish successful delivery, ensuring satisfied end users and stakeholders.