**Ahsan Sohail** MSc, BSc (Hons)

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**KEY SKILLS**

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| * Requirements Gathering, Requirements Analysis * Process Diagrams, Process Improvements, Workflows, MS Visio, Balsamic Wireframes, UML, MIRO * SDLC, Waterfall, Business Requirement documents, Functional and Technical Specifications * Release Management, Change Management, ServiceFirst, ServiceNow * SQL, JIRA, Confluence, TFS, GIT HUB, AzDo, MS Forms | * Agile methodology, User Stories, Kanban Boards, Sprints * Project Scheduling, RAID's, MS Project, MS Excel, Project Costing * HTML, CSS, JavaScript, Bootstrap, Wordpress * Salesforce, CRM, Digital applications * UAT Testing plans, User adoption (Training Guides, Videos) * Business process improvement, modelling |

**EMPLOYMENT EXPERIENCE**

**Business Analyst – Demand and Risk Management (JIRA roll-out)**

**Virgin Media O2 September 2021 – Current**

I worked within the Demand and Risk Management team, where the purpose of the project was to roll out JIRA (Atlassian product) to over 7000 users within the organisation. Also, working on releasing new functionality to business areas that are already live.

* I worked in a team of 8 people consisting of Product Owners, Release Manager and Developers.
* Led workshops with business owners to gather their AS-IS and TO-BE JIRA requirements.
* Create wireframes, process maps and workflows using MS Visio.
* Liaising with senior stakeholders to cheering working groups and decision-making process.
* Creation of Business requirement documents for detailed requirement analysis.
* Involved in end-to-end migration process, from requirements gathering to estimates and releasing.
* Involved in UAT and SIT testing, creating of UAT testing scripts for users.
* Creation of user guides and other types of training materials to assist users during the migration phase.
* Creation of release notes documenting all new functionality within the specified release.
* Working in an Agile way, using JIRA, confluence for sprint planning.
* I worked with O2 counterparts ensuring that VM and O2 are using one instance of JIRA and that all the users are on this one instance, which was a cost saving activity for the organisation.

**Business Analyst – SEO Marketing**

**SAGE April 2021 – September 2021**

I worked within the SEO marketing team. Sage owns many domains and has many customer facing websites which had to be analyse to understand the full purposes of each, and document the requirements for consolidation, retention or closure of a circa 4k websites.

* I worked in a team of 5, Project Manager, Portfolio Director, Product Manager, Developer and Business Analyst
* Carrying out high and low level analysis on each of the websites to determine its usage and existence
* Liaising with senior stakeholders, chairing working groups and deputising on SteerCo
* Creation of project governance material and how the project will run, i.e process flows, templates, RAID, RACI logs and communication plans.
* Led workshops to gather requirements for 2 key websites, SageIntelligence and SageCity before migration, to ensure their websites are compliant with business requirements
* Created dashboards in Excel for weekly progress reports.
* Implemented Agile ways of working, setting up Kanban board, workflows, daily scrum meetings.

**Business Analyst – Global Compliance and Reporting (Tax) (Contract)**

**Deloitte LLP Jan 2021 – March 2021**

I worked within the product design team within the Tax department of Deloitte. Supporting the roll out of a new system to Deloitte clients, member firms and practitioners.

* Requirements gathering across the 4 workstreams through workshops, Interviews, persona’s, wireframes
* Creation of traceability matrix
* Creation of AS-IS Process and TO-BE process diagrams using Visio
* Automated the requirements capturing process using Agile tools, such as AzDo
* Implemented Agile ways of working, setting up Kanban board, workflows, daily scrum meetings
* Creation of surveys using MS Forms and Interviews and personas to help facilitate the gathering of requirements
* Creation of communication plans and helping facilitated workshops
* Liaising with senior Tax stakeholders to define the new state for the system

**Business Analyst / Business Data Analyst – Digital Platforms and Data Analytics, (Transaction Banking) (Contract)**

**Standard Chartered Bank April 2020 – January 2021**

I worked within the products Digital Channels and Data Analytics team, within the Transaction Banking department, supporting the Cash Management product Straight2Bank. I migrated a circa 3k clients from Standard Chartered’s Straight2Bank Classic to Straight2Bank NextGen. Straight2Bank is internet banking tools used globally, allowing client to transact payments through Web, Host2Host and SwiftFin.

* I worked in a team of 4 consisting of Product Manager, Product Owner and Regional Head, leading the Europe and Americas client migration of circa 3k clients
* Defined the AS-IS and TO-BE client migration process. Used some areas of Agile i.e Kanban boards and sprint meetings. Created RACI’s
* Gathering client requirements from existing platform to ensure the like-for-like features and functionality are available on the new platform. Carried out extensive data analysis to ensure the clients are fully ready for migration and creation of client profiles, to understand how the client uses the product
* Carried out migration planning to ensure the client is migrated successfully without impacting the client, their journey and usage of the platform
* Created Root Cause Analysis documents relating to client migrations
* Creation of training material and communication plan
* Delivering training and demo’s to internal stakeholders (sales, relationship, client service teams) and SCB’s high profile clients such as multi-national corporates
* Stakeholder management of internal client relationship teams and management of MS Access Database
* Created UAT test scripts for complex clients and assisted them in the UAT phase to PROD go-live

**Business Analyst – E-commerce Digital (Messaging) (Contract)**

**Telefonica SA (T/A O2 UK) July 2018 – April 2020**

I worked within the products e-commerce digital team where I worked with third party development team, providing a (SMS, Email, voice, push and RCS) an enterprise messaging exchange solution to all Telefonica’s customer. The platform is used by over 10,000 users across multiple different clients.

* Developed and implemented an end to end project process and working closely with business and IT teams to deliver project requirements
* Stakeholder management - interacted with all levels of management, obtain buy in and sign off and manage expectations
* Elicited requirements from a range of business stakeholders and subject matter experts to understand their problems and needs, conversing with technical and non-technical terms
* Introduced, JIRA and Confluence within the business area. I worked closely with the devOps team to tailor JIRA in accordance to the processes implemented. Worked closely with Product Owners, Managers.
* Created a new tracker report in JIRA showing the management the status of the requirements
* Created Statement of works (SoW), Project Initiation documents (PID) and high-level requirements gathering documents to capture business requirements and lessen the requirements elicitation phase
* Gathered requirements for the clients and worked with the third-party suppliers to transform the requirements into a solution
* Supporting the sales and operational teams completing and creating RFP’s/RFI’s
* Lead business analyst on a migration project, moving customer off a legacy portal onto a new portal
* Strong customer face skills and managing third party suppliers to deliver the requirements in scope
* Agreed costing for the projects and co-ordinating the releases to SIT, UAT and PROD
* Defined the AS-IS and TO-BE end-to-end process
* Created user communication on changes/enhancements to the product
* Improved/automated Telefonica’s internal processes for end customer billing

**Technical Business Analyst / Project Manager - Risk, Finance & Trading Technology (Contract)**

**Barclays Investment Bank May 2016 to July 2018**

I worked within a Risk, Finance and Trading technology team that developed a data virtualisation and visualisation application (Hypercube) with 2700 users worldwide across multiple business areas. The application was also used for several high profile regulatory reporting projects.

* Gathered requirements and transformed them into user stories using Agile methodology. Leading scrum meetings/calls, building kanban boards and planning sprints
* Implemented As-Is and To-Be workflows processes
* Created Project Initiation (PID) and Project scope documents
* Carried out data analysis using ETL process and MS Excel and writing simple SQL queries to extract data from a SQL database
* Created and maintained user guides and created training videos on core product functionality
* Supported and planned user acceptance testing through UAT scripts. Carried out BAT and UAT testing
* Created wireframes using Balsamic and prototype UI designs of the new product website
* Maintained the product website using HTML, CSS, JavaScript, GIT Hub for source control
* Carried out release management, executing end-to-end release management cycle
* Carried out change and release management using ServiceFirst and ServiceNow
* Created RAID logs and carried out GAP analysis
* Implemented a new support model allowing users to raise change requests through the product website
* Implemented a solution allowing BI tool, Tableau to connect to Hypercube
* Carrying out onboarding of different business areas within Barclays

**Business Analyst / Project Manager (HSBCnet Interactive Manager (Internal Title)) – Payments and Cash Management (e-Commerce Digital) (Full-time)**

**HSBC Global Banking & Markets June 2015 to May 2016**

I worked within Payments and Cash Management on the structural reform programme carrying out analysis and managing the split of HSBCnet. HSBCnet is a business internet banking application with over 6000 corporate clients and over 4000 users.

* Management of 4 workstreams out of a total 9. Working in a team of 9 people delivering the change to the bank.
* Constructed business process flows (MS Visio)
* Implemented As-Is and To-Be system analysis
* Used waterfall methodology by creating business requirement documents (BRDs), transferring them into Functional and technical specs
* Worked with the technical architects to Identify the back-end system changes to accommodate the new HSBC retail and commercial bank
* Interacted with the business stakeholders and subject matter experts to understand the problems and requirements
* Created and executed UAT testing plans, for which I created different payment types such as MT103, MT202, SEPA, CHAPS to use as testing files
* Developed end to end customer journey plans to present to management
* Created and executed project plans and future digital roadmap for eCommerce
* Chaired project meetings/workshops and acting as a focal point for 13 impacted work streams within the programme. Liaising with Legal, BCRM and compliance departments to gain approvals for the proposed changes to the product.
* Defined FTE for development resource requirements for delivery of projects and identifying costs for delivery
* Created RAID logs and project scope documents

**Business Analyst – Salesforce.com – CRM Technology (Full-time)**

**Fidelity Worldwide Investments July 2014 to June 2015**

I worked within CRM Technology space to deliver Salesforce.com as a new CRM solution to different business areas within Fidelity. Salesforce.com was deployed globally consisting of 3 orgs and a combined total of 900 users.

* Gathered requirements and transformed them into user stories using Agile methodology
* Implemented As-Is and To-Be workflows processes. Facilitated requirements workshops, documenting detailed functional, technical, reporting & data requirements
* Supported and planned user acceptance testing through UAT scripts and worked with clients to design and deliver training materials (creation of user guides)
* Liaised with internal developers and key business stakeholders, ensuring the product delivered on time
* Delivered Salesforce training to users at all levels, 1-2-1, classroom and carrying out large scale workshops
* Performed data analysis and migration tasks using ETL and produce ad-hoc reports using tools like DataLoader and Dataloaderio. Data extraction, mapping and uploading of data to Salesforce.com
* Areas covered include creating custom objects, process workflows, reports & dashboards, views, fields, page layouts, record types, users, profiles, tabs, permission sets, sharing rules, validation rules, approval processes. Roll out of Salesforce1 (mobile based) and Good for Salesforce1
* Experience of common app exchange products such Conga, Docu-sign and Salesforce extended apps
* Led the adoption of Salesforce.com, by creating dashboards on usage, creating training videos using Camtasia and developed an apex page to host all training material
* Led forums such as CAB (change advisory board), Champions forums and Steering Committees

**Business Analyst (Associate Functional Architect (Internal title))- CRM Technology (Full-time)**

**Dealogic July 2011 to July 2014**

I worked within the CRM Technology area, delivering change to an existing CRM system. The CRM system is used globally with 990 users.

**Analyst (Corporate Services Executive (Internal title)) - Financial Institutions Group**

**Barclays Corporate Bank February 2008 to June 2011**

**EDUCATION & COURSES**

**University of East London Key Modules studied**

2009 – 2011 Accounting and Financial Control, HRM Management,  
MSc Project Management (Distinction) Managing Successful projects, Managing Operational Risks

*Dissertation* “Managing project risks in Financial Institutions during the recession”

**University of East London Key Modules studied**

2004 – 2007 Advanced Java programming, C++ Programming, Formal methods,

BSc (Hons) Software Engineering (2:1) Web development, VBA.net programming, Database Systems, Data structures and Algorithms

*Dissertation* “Security issues in MySQL and Oracle database”