OLANREWAJU ADEBAYO
Business Analyst | Newcastle, UK
olanrewajuadebayo004@gmail.com | 07823 719 099
LinkedIn

Professional Summary

Dynamic and detail-oriented Business Analyst with 6+ years' experience bridging business and IT to drive strategic transformation across public sector, finance, and technology. Proven track record in requirements elicitation, stakeholder engagement, process reengineering, and the delivery of value-driven change. Proficient in Agile and Waterfall environments, creating functional designs, building impact assessments, and using analytics to guide senior stakeholder decisions. Strong experience with JIRA, Visio, Confluence, Power BI, SQL, and BPMN. Passionate about delivering real-world benefits, improving operational readiness, and leading change management efforts across complex ecosystems.

Key Skills & Tools

- **Requirements Elicitation** | Gap Analysis | Process Modelling (BPMN, UML)
- **Functional & Impact Assessments** | User Journeys | Target Operating Models
- **Business Case Development** | Benefits Realisation | Stakeholder Workshops
- **Agile & Waterfall Delivery** | User Stories | Sprint Planning | UAT Coordination
- **Change Readiness** | Communication & Training Plans | Business Transition
- **Tools**: JIRA, Confluence, MS Visio, Excel, Power BI, SQL, MS Project
- **Certifications**: Agile Scrum Master | Lean Six Sigma Green Belt | Cisco Data Analytics | BCS BA Foundation (In Progress)

Professional Experience

Senior Business Analyst – Data & Digital Transformation

Chronus Solutions | *April 2024 – Present*

- Captured and validated requirements from product owners, transforming them into clear backlog items and functional documentation for development teams.
- Produced end-to-end process flows, BPMN diagrams, business rules catalogues and functional specifications to define current and future state operations.

- Developed predictive dashboards in Power BI and SQL, reducing reporting delays by 35% and increasing stakeholder engagement in weekly stand-ups.
- Facilitated workshops across business units to define acceptance criteria and identify gaps across interdependent platforms.
- Led business impact assessments, quantifying changes across customer ops, billing, and digital channels, informing executive prioritisation.
- Built comms strategies and training guides for internal teams, increasing system adoption by 40%.
- Coached junior analysts in Agile ceremonies, backlog refinement, and stakeholder alignment.
- Reduced delivery risk by implementing traceability matrices and requirements trace log, ensuring development met business needs.
- Supported UAT and managed defect triage between developers and users to expedite fixes and avoid project delays.
- Ensured operational readiness through run-books, checklists, and transition-to-support documentation.

Business Analyst – Service Improvement & Analytics

LWP | *Apr 2023 – Sept 2024*

- Gathered business requirements using interviews and workshops, translating them into user stories and acceptance criteria for development sprints.
- Utilised Visio and BPMN to model AS-IS and TO-BE processes, supporting system migrations and service redesigns.
- Delivered performance dashboards linked to real-time SLAs and throughput metrics, improving decision lead times by 60%.
- Coordinated with architects and testers to ensure end-to-end coverage from requirement through to test script execution.
- Led change impact and transition planning, including risk analysis, benefits mapping and stakeholder readiness assessments.
- Created and managed Confluence spaces for knowledge transfer, change logs, and product documentation.
- Partnered with service managers to map comms and change plans, reducing post-launch support tickets by 30%.
- Supported release readiness through go/no-go criteria, user training, and parallel run planning.
- Facilitated retrospectives and improvement sessions post-implementation, embedding lessons learned into BAU.
- Built detailed business cases justifying tech investments with measurable ROI and benefit profiles.

Business Analyst – Regulatory & Compliance Operations

Unity Bank Plc | *Jan 2018 – Dec 2022*

- Defined compliance data flows and reporting structures across departments, aligning with regulatory needs and GDPR standards.
- Conducted stakeholder interviews to capture functional and non-functional requirements for internal audits and system upgrades.
- Created traceable requirement sets, linked to policies and controls, resulting in 98% audit success rate.
- Led training workshops for 50+ users across risk and compliance teams post-platform implementation.
- Developed SOPs, user guides, and operating procedures aligned to ISO27001.
- Supported business readiness for new compliance platforms, including phased cutover and data cleansing strategy.
- Delivered root cause analysis on reporting errors, introducing controls that cut manual rework by 35%.
- Liaised with third-party vendors on SLAs and contract deliverables, ensuring system interoperability.
- Developed dashboards in Power BI to monitor compliance KPIs and generate MI reports for regulators.
- Integrated GDPR-compliant access control and data retention logic into requirements documentation.

Education

MSc, International Business Management
University of Sunderland, UK | *2024*