Maria Menelaou

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PROFILE

Curious and results-driven business analyst with nearly 3 years of expertise in steering significant projects via agile and waterfall frameworks. Proficient in enhancing user journeys, optimising processes, extracting business insights from data analysis, and managing stakeholder relationships. Actively seeking a role to hone analytical capabilities further and contribute to business evolution.

SKILLS

- Technical Skills: Microsoft Office and Visio, SQL
- Business Analysis: **Requirements Elicitation**, Business Process Improvement, Stakeholder Management, Prototyping, **Workshop Facilitation**, and User Acceptance Testing
- Project Management: **Agile**, Waterfall, and Hybrid
- Data Visualisation tools: Tableau, PowerBI, BigQuery, **Excel**, and Data Modelling Diagrams
- Collaboration Tools: Miro, Confluence, **Jira**, Trello, and Figma
- Content Management Systems: Sitecore
- Coding: Currently studying Python, HTML, CSS, and JavaScript
- Languages: fluent in English and Greek

EXPERIENCE

Business Analyst, British Heart Foundation, London: Nov 2023 - Present

- Gained the role of the leading BA at the retail scrum team where the main priority is to extract, refine, and translate business requirements into actionable technical requirements.
- Successfully led the discovery phase of a new retail product rollout, currently overseeing its implementation to reduce manual labour for over 500 employees.
- Overviewed a various number of projects while leading the discovery phase, and supporting the implementation phase.
- Occasionally adopted the product owner role to prioritize items in the backlog, engage with stakeholders to streamline the product roadmap and defined the sprint goal.

Junior Business Analyst, British Heart Foundation, London: Jan 2022 – October 2023

- Conducted intensive data analysis, transforming large data sets into actionable insights presented innovatively to senior stakeholders with minimal supervision.
- Improved operational efficiency by mapping out "as-is" and "to-be" processes as well as conducting market analysis, options analysis, and solution recommendation.
- Assumed a leading role in User Acceptance Testing in multiple projects, creating user scenarios, training users, and ensuring all project requirements were met.

ACHIEVEMENTS

- Conceived and executed a robust work experience program, mentoring and guiding more than 5 interns, obtaining, as a result, the "hero of the month" award.
- Reduced user errors by 15% within a month, resulting in improved user satisfaction by applying a user-centric product approach regarding the digital product of the organisation.
- Led a 1-year data analysis piece on ways of working during Covid-19, ultimately contributing to the project's recognition with an HR excellence award.
- Championed the roll-out of over 10 pivotal projects across various disciplines, ensuring accurate documentation from inception to delivery leading to internal streamlined processes, more efficient ways of working and enhanced team collaboration.

PROJECTS

Revivr

- Led a workshop involving vital stakeholders to design a medical dashboard and establish its contextual framework, considering stakeholder input, preferences, and priorities.
- Synthesised stakeholder ideas and preferences to create a dashboard that met their needs and requirements. The finalised design was subsequently shared with our partners for implementation.
- Impact: Today, this dashboard is used by stakeholders for meetings, reports and strategic decisions, significantly reducing the need for manual data analysis for over 5 stakeholders.

Health at work B2B enhancement

- Facilitated stakeholder workshops and discussions to gather and define business requirements, and developed process maps and prototypes to outline the future user journey.
- Engaged with suppliers to ensure all critical requirements were met within the specified timelines and budget.
- Translated requirements into epics and user stories for the development team.
- Led User Acceptance Testing and coordinated feedback with stakeholders.
- Impact: Achieved a 65% increase in revenue following the implementation of the new solution.

Privacy Management & Phoenix

- Documented the As-Is and To-Be process for 19 different departments of the organisation.
- Constructed a template for the API suppliers to ensure all essential data is stored/ deleted according to GDPR standards

EDUCATION

Sparta Global, London: Sept - Nov 2021

- Undertook a rigorous 7-week Business Analysis curriculum, involving foundational principles, tools, and methodologies.

BCS Foundation certificate in business analysis V4.0

- The course covers essential topics such as requirements analysis, stakeholder management, modelling techniques, and problem-solving skills equipping professionals with business analysis skills.

BCS Foundation certificate in Agile

- The course covers fundamental Agile methodologies, including Scrum and Kanban, project management techniques, and team roles, preparing candidates to effectively contribute to Agile projects.

BSc Chemistry, University of Southampton, Southampton: Sept 2018 - July 2021
- Obtained grade: upper second class 2:1 (67/100)

All references available upon request