**James**

**Email –** abc@gmail.com

**Mobile Number -** 9999999999

**LinkedIn Profile:** linkedin.com/in/charles-onyekaba

**Personal Statement**

A self-driven and resourceful Business Analyst with over 4 years of experience in various industries. I possess strong business analysis skills gained from my experience of working in a full Soft development lifecycle (SDLC); from feasibility studies, business requirements analysis, design, and specification using structured methods and tools (e.g. UML, BPMN) through to system testing, implementation, and hyper care.

An expert in technology deliveries with proven experience as an effective agile business Analyst and making agile work with fixed costs and deadlines. My key strengths include: effectively managing stakeholders to elicit and refine requirements to ensure that new processes and systems meet specific client needs; analyzing existing business processes/systems to identify procedural gaps and optimize practices/work-flows, and liaising between business and technical teams to bridge communication gaps and ensure the consistent execution of project deliverables.

**Key Accomplishments**

**Aston University**

* Delivered a new Business Intelligence Solution for the Student Recruitment Journey which improved operational efficiency and is on track to increase year-on-year Enrolment by a 17%

**Alexander Maclean**

* Led, developed, and implemented a new learning management system with an improved user experience which increased the monthly referral sales by 18%

**WebAwesome Consults Ltd.**

* Delivered a new CRM, which introduced streamlined functionality, standardization, and increased automation across disparate payments filtering areas, this saved the business over £76k in the first quarter.

**Adok Global Services**

* Delivered a series of templates and guidance for the organization to be able to streamline activities, this led to an increase in quality assurance scores to 92% and an increase in ROI by 17% within the first 4 months of implementation

**Technical Proficiencies**

**Areas of Expertise include:**

**Business Analysis:** Data Mapping **|** Data Analysis **|** Business Process Re-Engineering **|** Process Improvement **|** Stakeholder Management **|** Requirements Engineering **|** AS-IS **|** TO-BE **|** Gap Analysis **|** Document Design **|** Workshop Facilitation **|** Root Cause Analysis **|** Process Flow Mapping **|** Project Scoping **|** Full Project Life cycle**|** Business Operating Model **|** RAID Management **|** SDLC **|** Moscow **|** User stories **|** UAT Testing**|** SWOT Analysis**|** Benchmarking Analysis

**Tools:** Jira | Confluence | MS Project | Visio | PowerPoint | Excel | Word | Adobe Photo-shop| Share Point

**Process & Methodology:** Agile | Waterfall | Unified Modelling Language (UML) | Customer Journey Definitions|Business Process Mapping & Notation (BPMN)

**Professional Experience**

**Business Analyst | Aston University May 2021 – Present**

Responsible for gathering Business Requirements for the implementation of a Business Intelligence solution to the Student’s Recruitment Journey.

* Investigated the business needs by using ‘Root Cause Analysis, and identified areas of Improvement.
* Identified key stakeholders, analyzed them according to their power/influence on the project, and strategically engaged them throughout the project.
* Elicited requirements by facilitating workshops and conducting interviews
* Documented requirements using user stories aligned with INVEST technique.
* Evaluated and documented information from key Stakeholders on the source of data across the various systems used for the student recruitment journey.
* Mapped out the ‘AS-IS’ and ‘TO-BE’ processes using BPMN, documented these requirements and had them signed off by the business and technical stakeholders.
* Gathered and documented the key performance indicators (KPIs) of the Student Requirement Journey required for the BI reporting dashboard.
* Prepared the Business Requirement Document for the project and had it validated by the Business Sponsor.
* Worked collaboratively with other members of the development team to ensure that the business requirements were well articulated in the solution.

**Achievements**

* Successfully delivered a solution with Business Intelligence capabilities to ultimately project the propensity of students to enroll and provide direct insights into actions to influence this and support confidence in the business planning.
* Increased the conversion rate of Admission acceptances by 21% in the 2021 cycle through improved Operational efficiency in the processes and ensuring that there is a single version of data truth for decision-makers.

**Business Analyst | Alexander Maclean Nov 2020 – April 2021**

Responsible for implementing a new LMS to replace a project management tool for a medium-size E-learning organization within the Training and Education Industry.

* Worked as a Business Analyst on the full project life cycle to replace the existing learning tool with a new Learning Management System (LMS)
* Investigated the business needs by using ‘Root Cause Analysis’ and identified an array of possible solutions by creating a business case for the project.
* Identified key stakeholders, analyzed them according to their power/influence on the project, and strategically engaged them throughout the project.
* Evaluated information from multiple sources and built a consensus with key stakeholders
* Elicited requirements/user stories by facilitating workshops and conducting interviews
* Mapped out the ‘AS-IS’ and ‘TO-BE’ processes using techniques such as Process maps and Use Cases, documented these requirements, and had them signed off by the business and technical stakeholders.
* Worked collaboratively with other members of the development team, created mock-ups and wireframes to help articulate design solutions.
* Developed end-user acceptance test scenarios /scripts and successfully in securing end-user acceptance and sign off
* Developed effective transition and operational readiness for the business to go live.

**Achievements**

* Successfully migrated 800 students onto the new LMS with an improved user experience, which increased referral sales by 18%.
* Created new video portals which reduced training time by 2 weeks
* Realization of over £58k benefit for the organization by generating an extra means of revenue

**Agile Business Analyst | WebAwesome Consults Ltd. Mar 2020 – Oct 2020**

Worked on a digital transformation project, introducing a new CRM for a retail shop. The company didn’t previously use CRM and was finding it difficult to manage their increasing Customer base.

Mapped out the ‘As-is’ process using use cases and gained sign-off from the relevant stakeholders within the business.

Conducted a series of workshops and interviews with business and third parties to elicit requirements and gained sign-off from key stakeholders by conducting interviews and facilitating workshops.

Created the requirements in the form of user stories, ensuring that the user stories align with INVEST principles and acceptance criteria.

Defined acceptance criteria using the BDD methodology (Given, When Then).

Liaised with the product owner to groom and prioritize the product backlog to fit in with the larger project plan and ensured important project milestones are met.

Facilitated Scrum planning meetings to coordinate between Clients, Product Owners, Developers, and QA teams.

Participated in scrum meetings including daily stand-ups, sprint planning, sprint reviews, and sprint retrospectives with the rest of the Development Team, and the Product Owner.

Working with the development team to size effort involved in building stories as well as breaking down larger stories into smaller more manageable sprint-ready tickets.

Liaised with the Development team to ensure proper assets such as high and low fidelity wireframes were available to further clarify and aid the definition of user stories.

Liaised with multiple stakeholders to ensure test scenarios, the test plans, and E2E testing is carried out according to what has been specified in the requirements for implementation.

Participated in prototyping, test specification, and user acceptance testing, business implementation

**Achievements**

* Successfully implemented a new system design that reduced loading time and delays, leading to a 27% increase in productivity
* Improved the business’s conversion rates on email marketing by 20%

**Process Improvement Business Analyst | Adok Global Services Jun 2018 – Jan 2020**

Delivered successful process optimization/improvement across various workstreams. Worked closely with stakeholders to understand business issues, challenges, and requirements, relating to the migration of existing customer data thereafter developing recommendations and functional specifications supporting the proposed solution.

* Business Analyst responsible for gathering requirements from multiple stakeholders, documenting them, and obtaining signoff from the relevant stakeholders
* Worked closely with the stakeholders and effectively managed their expectations
* Facilitated workshops with key stakeholders including senior managers
* Documented and analyzed AS-IS business processes and identified areas for improvement
* Designed the TO-BE Business Process Models as part of the project delivery
* Produced training schedule/plan to be used ahead of implementation
* Identified and managed Risks and Issues relating to the project

**Achievements**

* Successfully monitored risks and provided key information to senior stakeholders using the AS-IS & TO-BE analysis, thus getting the department funding to successfully implement a new system that reduced loading times by 22%
* Was able to successfully deliver releases and regular reports to all stakeholders which reduced discrepancies in work by 3%.

**Project Architect, Design consultancy | Form Annex Associates Nov 2011 – Jun 2018**

Delivered successful completion of projects and was actively involved in all stages of the projects. Part of my remit at the initiation and analysis stages was to elicit, analyze, validate and document requirements from stakeholders. These requirements were used in the design and development stages to arrive at a solution. I also facilitated site meetings and workshops with stakeholders where the progress of the project was discussed.

* Conducted feasibility, and preliminary studies of projects.
* Planned, Coordinated, and monitored the progress of the project.
* Created idea boards and prototypes using 3ds to elicit requirements from stakeholders and help them know what the solution will look like.
* Designed and Produced the complete Architectural drawings and the specification document of the project
* Scheduled resources and documentation of activities to meet agreed deadlines
* Effectively managed consultants, team members, workforce, and other stakeholders.
* Actively involved in resolved conflicts and technical issues during project implementation stages through stakeholder management.
* Conducted quality control and ensured that the project scope complied with the industry standard and codes.

**Education and Qualifications**

* Bachelor of Science degree in Architecture
* Master’s degree in Architecture
* BCS Business Analysis Foundation
* IIBA Requirements Elicitation and Analysis
* International Scrum Institute - Accredited Scrum Master Certification
* International Scrum Institute - Accredited Scrum Product Owner Certification
* Management and Strategy Institute - Project Management Essentials Certification

**reference**

References are available upon request