Sunny Dilgeer
Business Analyst, Digital

Results focused Business Analyst with 10+ years of experience in facilitating the delivery of AI, Crypto, iGaming and UK Government digital platforms. Also possess extensive consulting experience at Kainos, PwC and CGI.

Past projects include deployment of AI entertainment platforms, NFT marketplaces, sports books, and cloud based platforms for UK central government departments. Expert in Agile methodologies, stakeholder management, leading globally spread teams and delivering valuable outputs.

PROFESSIONAL EXPERIENCE

Business Analyst, Block Alpha Labs   Jan 2021 - Sep 2025
Malta

- *Nuvai.io* - Helped develop a Meta & GPT based conversational platform with AI characters that evolve over time, using revolutionary vector-based sequential messaging, saving 70%+ in LLM token processing costs.
- *CoinsandSkins.com* - Managed the roadmap of a prototype for Coins and Skins, a Web3 Gaming Marketplace. Also increased social media presence across Discord and X from 0 to 10,000+ followers.
- *Socios.com* - Led the scrum team for ChilizX Crypto Exchange (now defunct). Helped our team remove enough technical debt to get placed in the top 2 performing teams out of 20 teams across Socios.

Business Analyst, Digital Apprenticeship Service   May 2018 - July 2019
Coventry, UK

- Facilitated the import of sensitive data from 1.4 million+ employers onto the UK Digital Apprenticeship Service Platform.
- Secured an agreement with The UK Pensions Regulator for the import of further sensitive employer and employee data.
- Collaborated with 7 product teams and third parties to document data held across the Apprenticeship Service.

Product Owner, Kainos   Jan 2017 - Jan 2018
London

- Spearheaded the delivery of a £1 million GDS themed workload management project for probation officers at the Ministry of Justice.
- Coordinated delivery of 16 members across two GDS Digital teams during the Alpha phase of a Brexit related £6m+ food importing programme.
- Kainos was rewarded £10m+ after a successful delivery of the Alpha phase of the food importing programme.
- Liaised with teams across UX, User Research, Tech and Product.

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EDUCATION

BSc Computer Science

University of Leicester
First Class Honours

CERTIFICATIONS

Certified Scrum Product Owner
TCC, 2025 (pending)

BCS Diploma in Business Analysis
British Computer Society, 2014

PRINCE2 Practitioner
APMG International, 2013

SKILLS

Product Management
Requirements Gathering
EPICs, User Stories
Agile, Scrum, Kanban
JIRA, MIRO, React, SQL
Google Workspace
Business Development
Roadmap Planning
Stakeholder Management
Entrepreneurship
Wire-framing, Lucidchart

PROFESSIONAL EXPERIENCE (CONTINUED)

Senior Business Analyst, Amelco   April 2015 - Dec 2016
City of London

- Managed requirements of a CMS tool which became a new sports betting product for Amelco.
- Was part of the huge growth cycle as the firm scaled from 1 web client to 10+ in 2 years.
- Was one of the early designers of Amelco's new trading platform - ATS.
- Managed requirements gathering during the merger of Coral and Ladbrokes, mainly the horse racing trading systems, facilitating seamless integration.
- Mentored 9 Graduate Business Analysts and Project Managers across the firm, with weekly catchups, one to one sessions, and course sponsorships, fostering professional growth and development.

Business Analyst, Financial Software Ltd   Jan 2014 - Nov 2014
City of London

- Revamped the in-house Trading Platform for a commodities hedge fund to enhance user experience, market coverage, and accounting functionality.
- Gathered comprehensive business and IT requirements from Energy Traders and Operational staff to drive platform improvements.
- Supported the co-founder with business development activities to grow the digital services capability.

IT Risk Consultant, PwC   Nov 2011 - Dec 2013
London

- Worked in a team of 6 consultants to provide IT Risk Assurance and Business Analysis services for Public Sector and Financial Services clients.
- Worked with 30+ clients on consulting engagements ranging from IT Process and Efficiency Benchmarking to IT Cybersecurity.

Business Analyst, CGI   Jan 2010 - Dec 2013
London

- Started my graduate career at Logica (now known as CGI) on large scale IT transformation projects, as part of a blended delivery model.
- The bulk of the engagements were at the Ministry of Defence, to maintain their medical applications.
- The MoD also gave me an opportunity to work as a junior architect on the £6 billion DII infrastructure programme.
- Additionally, I worked on a business process outsourcing programme for Shell, to migrate their call centre operations from the UK to Asia, namely the Philippines and India.

PERSONAL INTERESTS

I like to build apps in my free time using React, SQL and have been experimenting with lots of different APIs and vendors ranging from Veo3 to Anthropic!

I have lived in 5 different countries and also love learning languages.