Symon Opondi

Technical Business Analyst

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Profiles

symonogwe   Symon Opondi

Summary

Versatile Business Analyst with proven experience in **requirement gathering**, **business process mapping**, **user journey documentation and front-end development**. Skilled in developing **BRDs, user stories**, and supporting full **SDLC delivery** by translating business needs into clear technical solutions. Adept at facilitating stakeholder sessions and aligning digital solutions with organizational goals.

Projects

CRM Implementation

- **Streamlined Order-to-Cash workflows**: Worked on designing and implementing automated processes to ensure faster, more efficient order handling, minimizing manual errors and reducing cycle time.

- **Optimized sales operations**: Enabled better tracking of leads, customer interactions, and sales opportunities, providing actionable insights that helped the sales team prioritize and close deals more effectively.

- **Enhanced data-driven decision-making**: Set up dashboards and reporting tools within Salesforce, enabling real-time monitoring of sales metrics and enhancing visibility for leadership on key sales KPIs.

- **Ensured stakeholder alignment and training**: Conducted regular feedback sessions with users to ensure the CRM system met operational needs, organized training sessions, and created support documentation, ensuring a smooth transition and high adoption rate across teams.

CRM, Business Process Mapping, Stakeholder Engagement, Technical Documentations

ERP Implantation

- **Engaged with cross-functional stakeholders**: Conducted workshops and interviews with department leads and end-users to gather comprehensive requirements and ensure all critical steps were captured.

- **Developed detailed process documentation**: Created visual process maps, flowcharts, and SOPs that facilitated a common understanding of each workflow and served as key references for ERP configuration.

- **Identified process improvements**: Highlighted potential areas for efficiency gains, automation, and integration points within the ERP, laying a foundation for future enhancements.

ERP, Software Development, Business Process Mapping

Skills & Technologies

IT Business Analysis ● ● ● ● ●	**Business Process Mapping** ● ● ● ● ●	**Agile Project Management** ● ● ● ● ●
Project management ● ● ● ● ●	**ERP Software** ● ● ● ● ○	**Software Testing (Unit & Integration)** ● ● ● ● ○
CRM software ● ● ● ● ○	**Stakeholder Management** ● ● ● ● ●	**Software Development** ● ● ● ● ●
Business Process Documentation ● ● ● ● ●	**User Stories & Use Case Development** ● ● ● ● ●	**User Journey & Workflow Design** ● ● ● ● ●
Business Requirements Documents (BRDs) ● ● ● ● ●	**Business Process Modelling** ● ● ● ● ●	**Software Development Life Cycle (SDLC)** ● ● ● ● ●
Linux ● ● ● ● ○	**UAT Planning & Support** ● ● ● ● ●	**Public Policy & Administration** ● ● ● ● ●

Certifications

Business Analysis & Process Management Coursera 🔗 https://www.coursera.org/account/accomplishments/verify/4B22F2E18GIQ	November 2024
Project management foundations LinkedIn learning 🔗 https://www.linkedin.com/learning/	2022-07-07
NetSuite Functional Ultimate Guide and Complete Course Udemy 🔗 https://www.udemy.com/course/netsuite-ultimate-functional-guide/learn/lecture/26653944#overview	September 20th
How to create a Jira SCRUM project Coursera 🔗 https://www.coursera.org/account/accomplishments/records/B6G2HDBXMU39	November 2024
Ultimate JavaScript part 1: Fundamentals Code With Mosh 🔗 https://codewithmosh.com/	2023-04-05
Ultimate JavaScript part 2: Advanced Topics Code With Mosh 🔗 https://codewithmosh.com/	2023-07-18
WordPress website development Digital Opportunity Trust Kenya 🔗 https://kenya.dotrust.org/	2022-06-15

Education

Kenyatta University Public Policy and Administration Second class upper	2018-09-04 - 2022-04-05 Bachelor of Arts

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Experience

Jaguar Petroleum IT Business Analyst	May 2024-Present Nairobi, Kenya
Jaguar Petroleum Software Developer	March 2024-May 2024 Nairobi, Kenya
Freelancer Software Developer	January 2023-February 2024 Remote
Migori County Government Assistant Project Manager	May 2022-December 2022 Migori, Kenya

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Interests

Web development	Project and product management
Learning new programming languages	Volunteering
Chess	Travelling

References

Thomas Muhokho Software Quality Assurance thomas.muhokho@jaguar-petroleum.com	**Moses Mbaya** Snr. IT Lead moses.mbaya@jaguar-petroleum.com