# Victor Azuokwu

## Business Analyst

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## PERSONAL SUMMARY

Strategic and results-driven Business Analyst with a **BSc in Computer Science (First Class) & Master's in Business Administration**. A highly skilled individual with 1+ years business analysis experience at Almond Media with experience in delivering complex cross-company projects with knowledge in digital transformation, system implementation, process improvement, and change management. Proficient in collaborating with a wide range of stakeholders in various projects to understand and document business processes with expertise knowledge in Business Analysis, Requirement Gathering, Process Mapping, Workshop Facilitation, and Technical Documentation. Experience complimented by professional education and training.

## CORE COMPETENCE

**KEY SKILLS:** Business Analysis | Requirements Elicitation | Documentation | Process Mapping| Business Process Modelling | Stakeholder Management | Process Analysis & Mapping | Communication | Business Case Modelling | Risk Management | Project Management |

**SPECIALIST PROFICIENCIES:** Businesses Experience | User and System Interface Design | Continuous Improvement | Data, Gap & SWOT Analysis | User Acceptance Testing | SDLC | Waterfall | Agile |Backlog Prioritisation | Daily Stand-ups | Sprint Reviews | User Stories | Workshop Facilitation | Scrum | HTML | MYSQL | CSS

**TECHNOLOGICAL SKILLS:** Azure DevOps | Microsoft Visio | MS Teams | JIRA | Confluence | Trello | Axure| Figma | Draw.io

## KEY ACHIEVEMENTS

- Implemented new systems and enhanced learning procedures for an educational training institution to automate their operations and go entirely virtual with a full-featured student and administrative portal for communication and teamwork through innovative thinking.
- Completed and implemented training and development initiatives that continuously improved the skills and capabilities of personnel within our business unit.
- Working as part of an Agile development team operating within the Scrum framework ensuring that products were delivered to the published roadmap within the planned release cycle and contributed to the creation of robust and compelling project proposals.
- Streamlined and strengthened customer relationships by system improvement and continuously reaching SLAs

## CAREER HISTORY

### Almond Media – Business Analyst                                        Mar 2021 – Present

**Outline** *working with the digital agency on various web development projects and e-learning platforms by identifying, analysing problems, and providing technical solutions implementation for several organisations.*

**Responsibilities:**

- Eliciting, capturing, analysing, and documenting business requirements using techniques such as workshops, interviews, and document analysis
- Developing and documenting user stories and acceptance criteria and process maps
- Producing wireframes and backlogs, evaluated these, and analysed the sprint release with the team
- Engaging with stakeholders to understand and investigate feedback on the services, functions, and products
- Maintaining and addressing operational, technological, and financial risk within the business
- Supervising and evaluating how the design of new products would perform in the market
- Providing required documentation including UAT plan, user stories, and scope matrix
- Developing and documenting GAP analysis by mapping the As-Is and To-Be process maps highlighting any identified risks and issues and how these could be mitigated against
- Creating Process and Workflow maps using Microsoft Visio and backlogs in Jira using the acceptance criteria.
- Applying Hybrid methodologies of PRINCE2 and AGILE SCRUM to deliver the new project
- Validating and prioritising reporting requirements using MOSCOW to ensure that the business-critical reports

are signed-off and successfully delivered for the go-live date

- Creating and executing test scenarios and test scripts at various stages of the project to validate the solution design
- Delivering successful post-live support through training sessions, floor walking, and production of technical support documentation and user guides to enable successful benefits realisation

## Rainoil Limited – Business Development Analyst                    Sep 2019 – Mar 2021

**Outline:** *I worked with Several cross-functional teams to optimise business processes and increase revenue by evaluating operations and finances, researching sales leads, and developing improved business strategies.*

**Responsibilities:**

- Developed bespoke solutions to meet customers' needs by gathering requirements from various stakeholders in the oil and gas sector
- Analysed business operations and strategies to identify new cost-effective opportunities to increase sales
- Elicited requirements via workshops and interviews and populated technical documentation with my findings
- Managed customer relationships and expectations by developing a communication process to keep stakeholders up to date on project results
- Develop forward views of market conditions to inform sales team activities across all regions
- Analyzed new geographies, applications, and business models for energy distribution and implemented new market entry strategies for several projects
- Organized, coordinated, and trained staff on new processes to increase the adoption of company-wide changes

## Rainoil Limited – Trade and Marine Analyst                    Jan 2017 – Sep 2019

**Outline:** *I collaborated with the IT team, commodity traders, and freight trading to put new processes in place to enhance the bulk transportation of petroleum products from the load port to the disport.*

**Responsibilities:**

- Analyzed existing systems and performed gap analysis; successfully defined, agreed, and prioritized functional and non-functional requirements that aligned with the target operating model and stakeholder needs.
- Analysed workflows and data to present the information in a constructive manner to the IT team
- Documented and elicited business requirements from stakeholders including subject matter experts
- Developed the Project Initiation Documents and ensured total buy-in
- Managed customer relationships and stakeholder expectations by developing a communication process to keep others up to date on project milestones
- Identified trends in the oil market and described the risks and commercial prospects
- Reduced the cost of hiring vessels by putting in place a time charter process that decreased landing costs, raised profit margins, and improved other metrics including lead times through more effective scheduling of vessels

## Rainoil Limited – Retail Business Analyst                    Jul 2016 – Jan

**2017 Outline:** *Worked with Retail sales and IT team by interrogating, analyzing, and interpreting sales, and supply chain data from large datasets from multiple sources, and distilling the findings into clear and concise reports communicated to internal and external executive-level stakeholders for decision-making.*

**Responsibilities:**

- Analyzed and synthesized retail sales performance data to create sell-through volume and revenue, retail velocity, retailer inventory, and retailer in-stock/out-of-stock trends
- Create storyboards to concisely and efficiently communicate the business cases, needs, and/or opportunities that result from detailed data analysis and interpretation
- Provided accurate, timely analysis and reporting to drive the business, boosted daily sales volume through suggesting and implemented performance-enhancement ideas
- Determined operational objectives through evaluating output requirements and formats, studied business functions and gathered information
- Successfully built and maintained key relationships with Directors, Subject Matter Experts, Project Managers, and Software Providers hence contributing to Senior Stakeholder buy-ins

### EDUCATION AND CERTIFICATIONS

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|---|---|---|
| Project Management and Business Analysis PRINCE2® and Agile | Almond Careers | 2022 |
| Master of Business Administration | Ahmadu Bello University, Nigeria | 2020 |
| Fundamentals of Oil Trading and Shipping | CITAC Africa Limited | 2016 |
| Bachelor of Science in Computer Science **(First Class)** | Novena University, Nigeria | 2014 |