

VICTOR AZUOKWU

Business Analyst



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PROFESSIONAL SUMMARY

Solution-driven and detail-oriented Business Analyst professional with 3+ years of experience in driving change and transformation within organizations across the Finance, Insurance, Oil & gas, Aviation, and Educational sector by performing business analysts' tasks such as Requirement elicitation, stakeholder management, Process mapping, cost-benefit analysis, gap analysis, process modeling, AS-IS, TO-BE, Business case, use case diagram, wireframe, prototype, building websites, integrating CMSs and documentation. Working within an Agile and Waterfall methodology-driven delivery teams. My experience also includes working across county boundaries on international & Virtual Project teams. Dedicated to teamwork and personal achievement.

CORE COMPETENCIES

- Stakeholder Management
- Business & Gap Analysis
- Agile Scrum Methodologies
- Requirement Gathering
- Business improvement
- Risk Management
- Software Development Lifecycle
- Process Modelling
- Strategic Planning

PROFESSIONAL EXPERIENCE

Business Analyst, Almond Media

Jan 2021 – present
London, United Kingdom

- Conducted requirement gathering sessions with experts and end-users to translate business problems and user needs into a set of detailed requirements to deliver value and great outcomes, meeting 98% of deadlines.
- Coordinated requirements walk-through and sign-offs, verifying with stakeholders that use cases and process models accurately portray specific business needs.
- Fostered communication between stakeholders by leading workshops, interviews, focus groups, observation, brainstorming, and JAD sessions to effectively understand the business problems and user needs to deliver the agreed minimum viable product (MVP) and decide the best approach resulting in improved speeds of feature development life cycle by 50%.
- Acted as the product owner by creating user stories, use cases, process flow, product backlog, involved in sprint planning, sprint backlog creation, release planning, and facilitated Daily Stand Up meetings.
- Acted as a conduit between departmental end-users, technical analysts, development team, and other stakeholders in the analysis, design, configuration, testing, and maintenance of the software application.
- Coordinate business analysis deliverables within the full project/software development lifecycle (SDLC) using an agile projects development methodology resulting in a 95% testing success rate

Key Achievements

- 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.
- First web development project completed in 90 days in an industry that averages 6 months to completion; Client reported a 50% reduction in processing time.
- Worked on a complex website development project for a training institute to automate their services to become fully virtual with a full-service student and Admin portal, collaborated with an external design firm on web strategy, user experience, design, and development. The new site includes live chat, E-payment integration, online classes, and online sign-ups.

Business Development Analyst, Sep 2019 - Dec 2020

- Strategically performed inception and discovery activities by facilitating several workshops and conducting interviews to derive and gather requirements, dependencies and create a high-level approach.
- Gathered & analyzed requirements using various techniques, reviewed designs, and created design documents; studied current business practices & requirements and created process maps looking at pain points, duplication, obstacles, inconsistencies, and waste to meet business requirements.
- Played a pivotal role in the 40% reduction of Vessel hiring cost by implementing a time charter procedure which reduced the landing cost and increased profit margin by 20% as well as enhanced other metrics, such as lead times through more efficient scheduling of Vessels.
- Continuously monitored and evaluated processes and operating procedures to find areas of improvement; significantly increased efficiency in resource management by 45% and reduced vessel demurrage by 50%.

Trade and Marine Analyst, Jan 2018 - Sep 2019

- Analyzed the existing systems and performed gap analysis; successfully defined, agreed, and prioritized functional and non-functional requirements that aligned to the target operating model and stakeholder needs.
- Documented and elicited business requirements from stakeholders including subject matter experts by writing user stories resulting in a clearer, more detailed, and more complete understanding of project deliverables.
- Successfully built and maintained key relationships with Directors, Subject Matter Experts, Project Managers, and Software Providers hence contributing to 25% Senior Stakeholder buy-ins.
- Translated stakeholder's Sales requirements into measurable action plans such as data flow/data model diagrams, user cases, user stories, and workflow diagrams.


Retail Sales Analyst, Jul 2016- Jan 2018

- Analyzed and evaluated the business processes and requirements through workflow analysis, interview, document analysis, and identified areas of improvement.
- Ensured that all business requirements were well structured, clear, and defined, by making sure each business requirement had valid and complete acceptance criteria
- Redesigned customer communication and retention protocol thereby reducing churns and improving satisfaction rate by 41% and increasing revenue of the company by 20% above expected flow.
- Facilitated the improvement of on-time delivery of new products from 40% to 100% as well as enhanced additional metrics, such as lead times through more efficient scheduling and process.

EDUCATION AND TRAINING

Project Management, Business Analysis PRINCE2 and Agile 2022
Course, Almond Careers 

Masters in Business Administration, 2020
Ahmadu Bello University, Zaria 

Fundamentals of Oil Trading and Shipping, 2016
CITAC Africa Limited. 

Bachelor of Science in Computer Science, Novena University  2014

TECHNICAL PROFICIENCIES

Project Approach: *Waterfall and Agile Environments; Tools* (Azure DevOps, Trello, Jira, Confluence, Axure, MS Visio, Figma, Draw.io, UML, Microsoft Excel)

Programming Skills: (HTML, CSS, PHP)

Database Management: (MYSQL)

TRAITS: *Problem Solving, Communication, Disciplined*