





## Personal details

 **Name**  
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## Skills

- Business process analysis
- Stakeholder management
- Project management
- Data analysis and visualisation
- Requirements gathering
- Agile methodologies
- Process improvement methodologies
- Technical documentation
- User acceptance testing (UAT)

## Education

**Bachelor of Science in Business Administration**  
Northfield University, Wales, 2013

## Certifications

PMI Professional in Business Analysis (PBA) Certification, 2023  
IIBA Agile Analysis Certification (AAC), 2022  
IIBA Certified Business Analysis Professional (CBAP), 2020

Seasoned and detail-orientated Senior Business Analyst with over 5 years of experience in analysing business processes, identifying areas for improvement, and implementing strategic solutions. Demonstrated expertise in requirements gathering, data analysis, and project management. Reputable track record of driving business growth and enhancing operational efficiency through effective analysis and problem-solving.

## Work experience

### Senior Business Analyst, Lumitech Solutions, Cardiff | 2020 - Present

Conduct comprehensive business process analysis, identify inefficiencies, and propose solutions to boost operational efficiency. Elicit requirements from stakeholders through interviews, workshops, and documentation analysis, ensuring alignment with business goals. Analyse and interpret complex data sets, generating actionable insights to support strategic decision-making.

- Produced actionable insights that directly informed strategic decision-making, resulting in measurable improvements in operational efficiency.
- Introduced comprehensive business requirements documents (BRDs), functional specifications, and user stories that significantly enhanced development efforts, leading to streamlined processes, improved system functionality, and increased operational effectiveness.

### Business Analyst, Vertex Industries, London | 2015 - 2020

Led end-to-end business process analysis, identifying bottlenecks and driving continuous process improvements. Collaborated with stakeholders to gather and document business requirements, ensuring clear understanding and alignment. Conducted data analysis and created visualisations to communicate key insights and support decision-making processes.

- Achieved ~15% increase in operational efficiency and cost savings through streamlined business processes and targeted improvements.
- Maintained consistent stakeholder alignment and facilitated timely issue resolution, resulting in a 100% on-time project delivery rate and high satisfaction ratings.

## Additional experience

### Business Analyst Intern, Stratamax Consulting, London | 2014

- Acquired practical experience by actively participating in requirements-gathering sessions and effectively documenting business processes.
- Collaborated with cross-functional team members to generate user stories and comprehensive functional specifications, facilitating seamless communication and ensuring accurate development outcomes.

## Technical skills

**Data Visualisation:** Tableau, Power BI

**SQL and Database Knowledge:** Structured query language (SQL) and database concepts, enabling data retrieval, manipulation, and analysis.

**Business Intelligence Tools:** Cognos, QlikView, MicroStrategy

**Agile Methodologies:** Scrum, Kanban

**Process Improvement Methodologies:** Lean Six Sigma

**Requirements Management:** JIRA, Confluence