JAMES OLOWE   **BUSINESS ANALYST**

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Profile

Experience Hybrid Business Analyst with a strong background in Healthcare, Financial services, and Construction industries. Skilled in business process transformation, client engagement, strategy, and change management. Proficient in Agile, Waterfall, and SCRUM methodologies. Well-versed in business case development, business process modeling, process improvements, stakeholder management, requirement engineering, amongst other areas.

TECHNICAL PROFICIENCIES

Process and Methodologies

Agile Methodologies | Waterfall Methodologies |SCRUM |

Key Skills

Business Case Development | Business Process Modelling | Process Improvements | Stakeholder Identification and Management | Requirement Engineering | Unified Modelling Language (UML) | Analytical Skills | Root Cause Analysis (RCA) | Gap Analysis | User Stories | Backlog Grooming | Agile Framework | SDLC | Workshop Facilitation | AS IS & TO BE | Sprint Planning |Retrospective Meetings | Burndown Charts | Continuous Improvement |

Tools

Microsoft Visio | Microsoft Teams | Microsoft Project | Draw IO | Jira | Confluence | SharePoint |

Interpersonal

Stakeholder Management | Strategic Thinking & Leadership | Communication | Problem Solving | Relationship Building | Leadership | Problem Identification | Attention to Detail |

PROFESSIONAL EXPERIENCE

Royal College of Physicians and Surgeons of Canada - Nov 2022 - Date

Technical Business Analyst

Worked closely with Project Managers and architecture teams to provide a bridge between business requirements and technical definition of the system. Responsible for gathering system requirements and developing user stories for both functional and non-functional requirements. Assisted in turning user requirements into the functional specifications that are the blueprint for the system.

Key Duties:

- Serve as a liaison and facilitator between the business units and the development and architecture teams to assist in addressing and resolving application issues.

- Perform application management, release management, ticket management, data management and issue management for on-premises and cloud-based applications.

- Identify and coordinate application development and enhancements, including the management of application releases and frequent interactions with external service provider.

- Develop and execute test plans and scripts for manual and/or automated platforms and manage test results accordingly.

Anker Supports Services Oct 2020 – July 2021
Business Analyst

Highly organised change expert working on service review project within the change delivery team. Utilized solving problems, created manual workarounds, and delivered end to end business analysis from project set up to business readiness and implementation across various routes to market.

Key Duties:

- Create manual workarounds and process maps.

- Conduct stakeholder identification and scope definition.

- Perform root cause analysis (RCA) and process improvements.

- Prepare customer journeys and business process documentation.

- Facilitate meetings, test scenarios, and user acceptance testing.

Hilti Corp Canada - March 2018 – June 2020
Business Analyst | Scrum Master – Digital Transformation Project

Hybrid Scrum Master and Agile Business Analyst responsible for working with business users and system designers to specify functional requirements, conduct analysis and design for a web-based software adaptable for use across the business to streamline the administrative business processes.

Key Duties:

- Chair agile ceremonies and monitor project progress.

- Support the product owner in managing customer expectations.

- Define project scopes and conduct business research.

- Translate requirements to the team and perform acceptance testing.

Hilti Corp Canada - Feb 2016 – Feb 2018
Business Analyst

This project was to effectively manage complaints remediation for the client, with a mandate to improve processes and significantly augment outcome's accuracy because of steadily increasing costs of the customer complaints programme, resulting in sustained and improved process efficiencies, and reducing costs and timescales for clearing a backlog of cases.

Key Duties:

- Identify business process improvements and create process maps.
- Assess AS IS and model TO BE processes.
- Elicit and analyze business requirements from stakeholders.
- Manage change requests and perform user acceptance testing.

Hilti Corp Canada - Nov 2013 – Feb 2016
Account Manager / Junior Business Analyst
Designed and delivered System and Process improvement. The project required was to migrate from SharePoint to workflow CMS.

Key Duties:

- Assist in gathering and analyzing business requirements.

- Document business processes and analyze requirements.

- Report progress and status to stakeholders.

- Work with contractors, engineers, and clients on major projects.

EDUCATION

- BA (Hons) Business Management, University of Derby, UK.

CERTIFICATION

- Certified Business Analysis Professional (CBAP).

- PMI Agile Certified Practitioner (PMI – ACP).

- Certified Scrum Master.