

# Onome Areghan

613-252-7766 | onomeareghan@gmail.com | <https://www.linkedin.com/in/onome-areghan>

## PROFESSIONAL PROFILE

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Experienced Business Analyst with over 7 years experience in digital payment services. Recognized for excellence and contribution to business, customer retention and revenue success. Expert in using structured query language (SQL)/Oracle databases, SQL Server Integration Services (SSIS) and SQL Server Reporting Services to provide report and insight to the business. Strength in Business analysis, Operations Analysis, Business intelligence, Product and Project management.

## PROFESSIONAL SKILLS AND EXPERTISE

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| <ul style="list-style-type: none"><li>• Communication</li><li>• Analytical Thinking</li><li>• Problem Solving</li><li>• Process Improvement</li><li>• Leadership</li></ul> | <ul style="list-style-type: none"><li>• Data Visualization: Microsoft Power BI, Excel, Goggle sheets</li><li>• Agile and Waterfall Methodologies</li><li>• Jira</li></ul> | <ul style="list-style-type: none"><li>• Microsoft CRM</li><li>• Data Analysis</li><li>• MS office suite (Word, Excel, PowerPoint and Visio)</li></ul> |
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## PROFESSIONAL EXPERIENCE

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### **Business Analyst, Interswitch Group**

*May 2018 – Present*

- Overseeing all requirements analysis, use case identification, developing software requirement specification, and workflow of projects.
- Maintain and update project documentation on project SharePoint and JIRA to track issues and change management.
- Lead sprint reviews and daily scrum meetings to touch base with software developers and ensure that all members are performing satisfactorily.
- Track project status against assigned milestones and met 98% of deliverables on time.
- Perform risk analysis, communicate and work to minimize risks associated with project delivery
- Coordinate quality assurance and user acceptance testing, tailor and extend solutions to increase efficiency and effectiveness through workflow development and customization.
- Evaluate, negotiate, prioritise, and implement service initiatives based on business needs and requirements.
- Assist in identifying new lean process for doing work which results in more efficient workforce.

### **Operations Analyst Interswitch Group**

*June 2014 – May 2018*

- Owned 100% of the incident, request and escalation process in core operations.
- Performed gap analysis between 'current state' and 'future state' of products and services to propose solution options.
- Championed the automation of processes via robotics process automation (RPA) to increase efficiency by over 60% and saved over 1,000 man-hours a month.
- Championed end-to-end dispute management for major card schemes (MasterCard, Visa, UPI, Verve, Amex and Discover) by analyzing cardholder and merchants' transactions to determine potential chargebacks and frauds on transactions.
- Managed relationships and interactions with customers via CRM to improve business relationships which ultimately increased sales and customer satisfaction.
- Trained over 100+ in-house staff and customers on new processes, products and services.

## EDUCATION

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### **Master of Information Technology (MIT)**

University of Lagos, Nigeria  
June 2017

### **Bachelor of Science (BSc) Computer Science**

Covenant University, Nigeria  
July 2012

## PROFESSIONAL TRAINING AND CERTIFICATE

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- Lean Six Sigma Yellow Belt Certified
- ITIL Intermediate in IT Service Operation
- Business Analysis "CBAP" in -view