

# Client Name

## Business Analyst

SAFe, ISQI certified analyst with progressive experience in expediting business change, driving digital transformation for operations, and optimising project lifecycle within insurance, ecommerce, software, and healthcare industries.

Demonstrated success in leading root cause analysis, assessing/mitigating risks, and redesigning process to improve business efficiency and achieve significant cost savings. Adept at identifying and developing tests cases by leveraging multiple frameworks/tools to ensure the provision of bug-free solution offerings and automate workflow. Skilled in developing use cases and segregating epics into clear user stories within Agile/Scrum environments, while spearheading multiple parallel projects from inception to delivery. Excel at developing business solutions to manage diverse portfolios, enhance customer experience, and augment profitability.

## Areas of Expertise

- ◆ Business/GAP Analysis
- ◆ Project Scoping & Delivery
- ◆ Epics/User Stories
- ◆ Workshop, Sprints, Stand-ups
- ◆ Wireframe Creation
- ◆ Activity/Sequence Diagrams
- ◆ Process Optimisation
- ◆ Budget/Resource Management
- ◆ Workflow Modelling & Analysis
- ◆ Stakeholder Management/RACI
- ◆ Risk & Issue Management
- ◆ UML - Use Case Diagrams
- ◆ User Acceptance Testing
- ◆ Process Mapping
- ◆ Team Development/Leadership
- ◆ BDD-Speed Flow
- ◆ End-User Satisfaction/Service
- ◆ Performance & Load Testing

## Technical Proficiencies

- Tools:** MS Visio/Project | Atlassian Confluence JIRA | Balsamiq Mock-up | JMeter
- Software:** Office 365/Teams | Trello | Azure DevOps | ReadyAPI | Microsoft Visual Studio
- Methodologies:** Agile/Waterfall | Kanban/Scrum Project Libre | Scaled Agile Framework

## Career Experience

Tempcover Insurance Ltd, Fleet, UK  
Agile Business Analyst

2018 - Current

Engineer requirements into functional/non-functional specifications by conducting interviews, orchestrating focus groups and workshops. Develop process flow diagrams to identify and resolve improvement areas within existing business procedures. Provide technical expertise to development and implementation teams during sprint cycles aimed at optimising product lifecycle. Ensure traceability to business objectives and sign-offs through active engagement in user acceptance testing process. Communicate current/targeted process models by facilitating meetings and workshops with operational managers, developers, subject matter experts, quality assurance professionals, and team members. Segregated epics into clear user stories in partnership with Product Owner in an Agile Scrum environment to provide a user-focused framework and elaborate benefits of the new software from a customer perspective. Utilise MoSCoW prioritisation methodology in documenting desired product features to marshal resources and accelerate project progress.

- Led process improvement efforts that resulted in team efficiency, defects reduction by 80%, and business cost savings, as well as facilitated in achieving strict contractual SLAs.
- Transformed complex bespoke IT processes into effective process models through root cause analysis.
- Achieved key project deliverables within retained budget and agreed timelines through exemplary team leadership.

Tested different product suite inclusive of API endpoints, DMS, McLaren, Expert360, and SQL Database. Tracked delivery of requirements throughout project lifecycle by creating requirement traceability matrices. Utilised Gherkin to write SpecFlow feature files and test scenarios within a BDD framework. Coded automation scripts using C# wrapped in Selenium and maintained the automation framework to design effective test cases. Led the planning and delivery of software releases/patches into test and production environments across multiple client sites, while exceeding set expectations. Developed regression suite in preparation for regression testing prior to releasing the build to deployment and operations. Partnered with product owner and stakeholders to prepare for UAT, as well as supporting users in the UAT process, including software training.

- Consistently achieved Stringent SLAs by facilitating UAT activities and swiftly resolving post-implementation issues.
- Extensively leveraged Healthcare Decision Management System to support healthcare providers in delivering high-value, low-risk care to patients.

Vodafone Group, Newbury  
Software Test Analyst

2010 - 2013

Oversaw functional/non-functional aspects of the product QA testing tasks, including documentation review and test cases/scripts creation in line with specified requirements and user stories. Prioritised and executed tests in adherence to agreed methodologies, defined standards, and customer requirements. Conducted functional testing using different techniques, such as boundary value analysis, equivalence partitioning, business rule, error-guessing, use case, decision table, and exploratory testing. Provided management with an informed status of the product by reporting product quality in succession to testing cycles/sprints.

- Reduced testing duration and improved software quality by leveraging risk-based approach in testing.
- Delivered technical support to development and testing teams in test/bug fixes within set deadlines.

## Additional Experience

Teacher | Langleywood School

Team Leader | MTN Group

## Educational Background

MSc Information Technology | University of Derby, Derby, 2019

BA Modern Letters (English) | University of Yaoundé, Yaoundé

## Licenses & Certifications

SAFe – Certified Scaled Agile Lead, 2019

iSQI – Certified Agile Essentials, 2018

iSQI – Scrum Master Pro Certificate, 2018

ISEB – Certified Software Tester, 2013