First Name Last Name

Name@gmail.com | 000 000 0000 | www.linkedin.com/in/name

Address

SUMMARY

Senior Business Analyst, with XX years' experience, adept at helping clients improve their operational efficiency and monetary investment by accurately capturing business requirements, and ensuring the requirements are in line with the client's strategy and business needs while minimizing opportunities for risk.

- Successful at responding to shifting business needs in a systematic and effective way.
- Experienced in developing and directing the activities of workgroups.
- Well-known for successfully taking projects successfully from ideation to implementation or from blocked to implementation.

KEY SKILLS

BUSINESS ANALYSIS

- I am comfortable analysing and delivering business, system, and technical requirements to supply effective solutions.
- I often collaborate with multiple stakeholders, who have competing priorities, and use their perspectives to improve the accuracy of requirements and enable change management to tailor communications and transition activities to those audiences.
- I have broad experience when it comes to evaluating the end-to-end business process from strategy to service delivery and reporting.
- I am comfortable with data and information management activities. I have often led data cleansing, data migration, trend analyses, benchmarking activities, report management, and KPI development.

CHANGE MANAGEMENT & TRANSITION ACTIVITIES

- I support strategic level business requirements gathering with senior leadership that led to scoping and prioritisation of projects for implementation.
- I support requirements gathering for future state design and implementation of service delivery models, including developing the capability framework and cost analysis for resources.
- I have design models for go-live support and operations to support decision making and programme management.
- I support third parties to determine the requirements necessary to handover activities from a project to operations.

VENDOR & THIRD-PARTY RELATIONSHIP MANAGEMENT

- I manage vendor relationships and contractual agreements, including detailed involvement in the Request for Proposal (RFP) process, and supported long-term and positive vendor relations.
- I collaborate with vendors and third parties to coordinate implementation plans, review requirements, and ease go-live activities.
- I collaborate with vendors' operational and IT teams to develop solutions, analysis, and assessed those solutions for feasibility and gaps, before working with them to lead change management, communication, and training activities.

PROCESS DESIGN, DEVELOPMENT & RE-ENGINEERING

- I enjoy collaborating with stakeholders and building relationships that enable me to get a real understanding of what business problems are and how changes may affect the business area. I have worked across a wide range of projects and industries – one thing remains the same – the need to listen the participants of a process about their experience to create workable solutions.
- I have taken part in developing processes for customer portals, case management, health and safety, and retail/sales. I support requirements gathering, developing and documenting processes for new service delivery models and data management, and I have led development and re-engineered processes for call centres, PMO management, HR, payroll, information management and data integration.
- I have taken part in developing user experiences for retail/sales and identity access management.
- I have experience creating SIPOC models, using Visio for data flow diagrams and BMPN. I have used other tools previously, and I am happy to upskill in this area.

BUSINESS & DATA ANALYST   CORPORATE

DATA MANAGEMENT WORKSTREAM LEAD

200X-2000

- I was responsible for the workstream's transition requirements at the end of the contract.
- I identified and validated current state requirements for data management and data integration.
- I identified, analysed, and defined products, pricing, product, and specifications for inclusion in an RFP.
- I aggregated data and reviewed the data for completeness, remediating issues with data quality and managing data cleansing activities.
- I presented to internal stakeholders and potential vendors on assessment and justification of data to be included in the RFP.
- I was responsible for managing product data in the SAP inventory module, reviewing purchase orders, and creating products within the sales order catalogue. I have a general understanding of the architecture for these SAP modules and the data flows through them.

  Role Functions: Data Analysis, Workstream Lead, Data Integration, Process Re-engineering

SENIOR BUSINESS ANALYST   CORPORATE

200X-2000

- I was responsible for supporting testing of the new payroll system, coordinating testing activities, writing test scripts and scenarios, and leading subject matter experts through the process.
- I was leading system configuration for the Employee Self Service Portal and developing the change management, communications, and training for go-live activities.
- I facilitated workshops on both the payroll and rostering processes (current and future state) and working with critical business stakeholders on change management analysis and planning.
- I collaborated closely with the vendor's consultants to ensure that the business requirements and rules are reflected in the system configuration.

  Role Functions: Business Analysis, Compliance Analysis, Process Design, User Acceptance Testing, Change Management, Agile Implementation, Facilitator, Process Re-engineering

SENIOR BUSINESS ANALYST   CORPORATE

200X-200X

- I was responsible for managing the benefits analysis, and evaluation of process improvements for the **XXXX Programme and a corresponding SAP Module**. This included data modelling and statistical analysis for entitlement management, order fulfilment, and service delivery.
- I engaged with business stakeholders to highlight risks and issues, conducted analysis, and supplied recommendations to address those gaps, and inform the future-state options.

- I participated in the review of requirements for how Corporate would use SAP sales order module. These requirements covered the rule compliance, order validation, sales order and purchase order processes.

  Role Functions: Business Analysis, Cost-Benefit Analysis, Statistical Analysis, Financial Modelling, Feasibility Analysis, Benefits Management, Data Analysis, Data Mapping, Data Cleansing, Process Design & Re-engineering.

SENIOR BUSINESS ANALYST   CORPORATE

200X-200X

- I was responsible for analysis and management for the customer due diligence workstream of the **New Legislation programme**. This included a review of the legislation to confirm the requirements, a gap analysis from the current state and documenting requirements for the process and technology changes.
- I facilitated conversations with senior business stakeholders on the future state process and what work was required to implement the programme of work.

- I delivered detailed reports on the end-to-end deliverables and tasks required to be implemented, identified the resource requirements and the timelines to completion.
- I developed training materials for change management, communications, and end users.

Role Functions: Business Analysis, Compliance Analysis, Requirements Management Planning, Process design of identity access management to comply with anti-money laundering legislation,

SENIOR BUSINESS ANALYST   CORPORATE

Compliance Testing

Current

- I facilitated requirements gathering and testing requirements across corporate's applications.
- I lead groups of business owners, product owners, solution architects, technical subject matter experts and testing managers through requirements gathering, treatment planning/remediation, and testing.
  Role Functions: Compliance, Reporting, Business Analyst and Work Management

SENIOR BUSINESS ANALYST   CORPORATE

200X-200X

- I provided support to the XXXX **Transformation programme**. This included documenting current state processes, evaluating and providing gap analyses over the job descriptions within each department and scoping future state requirements for service delivery options. This programme was cancelled.

TECHNICAL BUSINESS ANALYST   CORPORATE

200X-200X

- I was responsible for leading the XX integration workstream. This role provided support for corporate's transformational programme of work, developing business requirements and technical specifications for integrating with XX's payments system to 3rd party providers (xx, xx, xx).
- I collaborated closely with the third-party vendor's team to review requirements and approve the solution design.
- I facilitated analyses and developed documentation to support the business and system requirements. This included data migration plans, data mapping and other technical documentation. I was also responsible for writing white papers on changes for leadership to consider.

Role Functions: Technical Business Analysis, Data Analysis, Data Mapping, Data Migration, Third-Party Relationship management, and took part in Agile sprints and Kanban techniques, Process development, data integration

TECHNICAL BUSINESS ANALYST   CORPORATE

200X-200X

- I was responsible for requirement gathering and process design, adapting corporate's current state to a new technical solution, an identity access management system.
- I analysed the current state documentation, worked with subject matter experts to update that information, and figured out how to write the requirements so that they were easily configurable in the new system
- I worked closely with the subject matters experts to find detailed business rules needed for identity access management. I supplied support for configuration, testing, and change management.

Role Functions: Business Analysis, Data Mapping, Data Migration, Test Scenario Development, Change Management, Agile Implementation, Process design of identity access management.

SENIOR BUSINESS ANALYST & PROJECT MANAGER   CORPORATE

200X-200X

- I was responsible for leading the project team through scope definition, requirement review, RFI development, contract negotiation for an HRIS system. I was promoted during the system implementation, I was responsible for managing the budget, resources, vendor relationship, and acting as Scrum Master supporting the team through system configuration.

- Prior to the HRIS project, I was responsible for supporting the testing and configuration of JDE 8.1; later JDE 9.1; this included Credit, Accounts Payable, Accounts Receivable, Master Data, CRM.

  Role Functions: Business Analysis, Technical Business Analysis, Data Analysis, Data Integration, Process Redevelopment of HR, Payroll and Health & Safety, Testing in JDE, Scope Definition, Research, RFI/RFPI Management, Vendor Negotiation, Agile Implementation

SENIOR BUSINESS ANALYST   CORPORATE / START UP

200X – 200X

- I was responsible for project coordination, cost-benefit, and feasibility analysis, reporting, and scheduling of project work requests. I guided the leadership team, facilitated reviews of the project work requests, prioritised these tasks, and assigned resources.
- I documented current and future state requirements (policy, operating models, process maps, business requirements), facilitated workshops with the business subject matter experts, and engaged with technical consultants and developers.
- I developed implementation, communication, and training plans.
- I coordinated test activities, trained business subject matter experts as testers, wrote test scripts, and reported to the project and leadership team on progress.

  Role Functions: Business Analysis, Test Management, Data Analysis, Data Privacy, Compliance, Research, Supported Process design for case management.

CORPORATE SPECIFIC TITLE   CORPORATE

August 200X – September 200X

Global Compliance Programme Manager

- I was responsible for the delivery of the corporate's compliance programme across XX countries, and X brands; including managing country-level teams through analysis, policy implementation, and leading change management initiatives to ensure compliance.
- I established project plans, determined current state requirements and implementation scope, budget required for implementation, and resource capacity necessary to support the programme.
- I provided advice to the country managers on how to structure their implementations, worked with legal to develop business-ready guidance, and reported progress to the Global Leadership Team.

  Role Functions: Project Management, Programme Management, Business Analysis, Process Re-Engineering, Compliance, Privacy

CORPORATE SPECIFIC TITLE   CORPORATE

200X – December 200X

Workstream Lead & Programme Support

- As part of CORPORATE'S Global Project Team, I was the program administrator in charge of change and communication management for the XXXXXXXXXXXXX in the industry. The programme oversaw managing and delivering a global framework to support XXXXXXXXXX across XX countries and with $X.X Billion of spend management.
- I supported the pre-sales analysis, business analysis, data analysis, reporting, and project coordination. This role expanded to include leading the three added workstreams.
- I collaborated closely with clients and vendors to develop implementation plans and coordinate handover activities from their existing vendor to new third-parties. I worked with the organisation to define resource requirements, develop change management plans, and helped with training on the new programme and tools.

  Role Functions:
  Project Coordination, Business Analysis, Data Analysis, Data Migration, Pricing Analysis, Third-Party Relationship Management, Change Management, Communications, & Training, Process Development for service delivery models.