



James is a highly motivated and personable individual who is passionate about evidence based decision making through rigorous analysis of the underlying data. Coupled with his business acumen, is able to provide immense value to his clients.

He is a Senior Business Analyst specializing in eliciting and understanding the true needs of the business, generate meaningful KPIs connecting employee action to business strategy and uncover valuable business insights through data visualisations & business analysis.

James is a Full Professional Member (MIMC) of the Institute of Management Consultants, trained in & compliant with ISO 20700:2017, Certified Insurance Professional (CIP) and Certified SAFe 5 Product Owner/Product Manager (POPM)

Curated Recommendations (Full list on LinkedIn)

“... James has a wonderful ability to quickly understand the situational needs of his customers and to deliver work of a high quality that is innovative, solution oriented, on time and delivered with a smile.” Andrew Watt | Operations Manager at Allianz

“I have had the pleasure of working with James ... I have found him to be one of the most positive people I have worked with. His attitude and enthusiasm shows through the work he does...” Caitlin Norgate | Claims Practices Manager at Allianz Australia

“... James has made my life a lot easier by creating some really handy reports ... James also brings a lot of humour & positivity to his role which makes him fantastic to deal with.” Carl Wilson | Team Manager at Allianz Australia

Capabilities Statement

What

- Elicit business requirements to **distinguish user requests from the real underlying true needs** of the business.
- Evaluate information gathered from multiple sources, reconcile conflicts and **dissect them into actionable stories**.
- **Translate business requirements** to technical/analytical specifications.
- Uncover and **engage the right stakeholders** needed to produce the deliverables. Collaborate with project champion, delivery lead, production team and appropriate internal and external stakeholders.
- Create requirement specifications, analyse requirements, define data models, facilitate elicitation sessions and work with the data if needed.
- Create **reporting architecture**. Intuitive effective and concise Data dashboards.
- Generate KPIs connecting the **business strategy directly to employee actions**.
- Create process reporting. **Visualize business processes** and flows with corresponding KPIs attached.
- Generate data driven insights to **inform business strategy**.
- Perform Pareto analysis to uncover, define and **prioritize business efforts** for maximum ROI.
- Conduct post mortem/**success evaluations**.
- Analyse and develop requirements for systems to ensure the system design and processes **are appropriate for each user persona**.
- Incorporate varying data sources in **business intelligence tools**.
- Work on SQL server to extract, clean and shape the **data for reporting purposes**.
- Collaborate with the data engineers to develop data models. **Ensure the data structure - data mapping properly represents the data flow and/or business needs**. Develop and enhance Quality Assurance processes. Perform Data Integrity reviews.

How

- Refine and develop deliverables **iteratively**.
- Proactively **communicate** and collaborate with open mind.
- Build **trust** and common ground.
- Be **transparent** of the methods used and analysis performed.
- Deploy **active listening**.
- Be **curious**. Approach the subject matter with curiosity putting pre-existing beliefs and fixed ideas on the side.
- Be **courteous** are **respectful** of the people involved.