

Business Analyst

Meticulous, goal-oriented, and success-driven professional, specialised in conducting business analysis, evaluating requirements, and implementing efficient/customized solutions in highly regulated and security-driven organizations.

Demonstrated excellence in successfully defining process transformation initiative for £1bn+ per annum Aerospace and Defence business. Adept at promoting and facilitating change and enabling business transformation programmes. Equally comfortable working independently and within a team to pro-actively contribute to the success of the project. Well accustomed to accurately analysing business requirements, creating Functional Definition Documents, and devising corrective actions and workflow. Instrumental in collaborating with stakeholders and engineering teams for processes optimisation. Out-of-box thinker with exceptional communication, process analysis, and problem-solving skills. Highly motivated self-starter who integrates well into any new or existing teams.

Areas of Expertise

- Requirements Gathering
- Requirements Analysis & Management
- Stakeholders Engagement
- User Acceptance Testing (UATs)
- Business Case Development
- Strategic Planning
- Use Cases Development
- Process mapping
- Timelines Estimation
- Functional Definition Documents
- Product Design & Deployment
- Change Management

Career Experience

Business Analyst, Calmac Ferries, Scotland

2022 – 2024

Completed the requirements gathering, current situation analysis and mapping of current processes to inform the procurement process for the acquisition and implementation of a new Asset Management System to optimise the operation of Calmac's fleet of vessels.

- Demonstrated expertise in collating and analysing requirement as well as effectively communicating with key stakeholders at all levels (Operations, fleet management, finance, commercial, etc.).
- Aligned final product with requirements by conducting in-depth analysis of deliverables through creation of use cases, scenarios, and testing scripts.
- Ensured seamless and accurate workflow by precisely analysing project/business requirements and creating Functional Definition Documents, while adhering to standards and policies.
- Requirements gathering and management at all organizational levels.
- Business Case development.
- Analysis of existing information to document and map processes "as is" and "to-be" states.
- Prepare the necessary documentation for the procurement processes.

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Business Analyst, BAE Systems Australia, UK-Based**2020 – 2022**

Improved end-to-end supply chain operations by architecting and deploying IT infrastructure for newly built BAES/ASC Shipbuilding organisation. Maintain high degree accuracy in conducting functional and process analysis and implementing 'To-be' process design. Engaged in system development and implementation support activities, including workshops, demos, and training sessions.

- Collating and analysing requirements with key stakeholders at all levels.
- In-depth analysis of deliverables through creation of use cases, scenarios, and testing scripts.
- Ensured seamless and accurate workflow by precisely analysing project/business requirements and creating Functional Definition Documents, while adhering to standards and policies.
- Fostered learning opportunities and assisted users in accomplishing learning goals by creating written manuals and preparing interactive videos for effective training.
- Delivered robust and proactive system roll-out/front-line support in efficient troubleshooting and change management operations.

Business Analyst, BAE Systems Naval Ships, Glasgow**2016 – 2020**

Determined the functionality, features, and usage by conducting functional analysis of incumbent system. Leveraged process mapping tools, including Nimbus and Visio to effective and impactful process analysis. Devised workflow and operations planning by meticulously gathering and appropriately managing user requirements using Jira. Adhered to business and user requirements in drafting and delivering Functional Definition Documents for three applications. Delivered proactive and meticulous service through engagement in System implementation support activities, covering workshops, demos, and training.

- Steered effectiveness by transforming supply chain and engineering processes/operations for a £1bn+ per annum Aerospace and Defence business by efficaciously leading business analysis of company-wide multinational projects.
- Navigated success and growth of organisation by leading and working on initiative to replace home-grown Contract Management and Document Management system with new and improved process/framework.
- Ensured maximum process efficacy and organisational success by evaluating daily operations and ensuring compliance with company's missions and objectives.
- Conceptualised, developed, and deployed new system in impactful collaboration with internal and external software engineering teams.
- Created use cases, multiple scripts, and scenarios for efficient testing and identification of vulnerabilities in the system.
- Improved learning facilities by creating and providing comprehensive written material and video recordings for trainings.

Business Analyst, BLP Law, London**2016**

Focused on the delivery of Legal Processes Improvement to a multinational legal firm using process analysis and mapping techniques. Achieved a thorough understanding and carried out a breakdown of complex legal transactions (real estate, finance, litigation, corporate risk, private wealth and tax). Optimised and standardised processes to enable a streamlined and consistent delivery by BLP's Legal Services Delivery Centre in Manchester.

- Process mapping, re-engineering and optimization.

- Work with key stakeholders (i.e., Senior Partners, Associates, etc.) to identify legal services and processes which are best suited to streamlining and delivery by the Legal Services Delivery Centre.
- Analysis of existing information to document the legal process “as is” state.
- Delivery of internal and external presentations on the benefits of process improvement in Legal Services.
- Organise and lead Workshops with key Stakeholders and SMEs to conduct a full process analysis exercise and agree the ‘to be’ process.
- Compile the necessary documentation to support the various activities throughout the process (i.e. templates, precedent letters, guides, checklists, etc.).
- Build a Process repository Portal to enable users access to the process maps and supporting documentation.
- Support the development of automation tools into the various activities of process (i.e. document automation, pricing, case management system, etc.).

Business Analyst, BP Lubricants, London

2015

Analysed and mapped BP Lubricants international logistics processes. Achieved standardisation and established best practices across regional operations.

Business and Marketing Consultant, Cincom Systems, London

2000-2014

Led the sale and implementation of a range of technology- based solutions for a \$100M per annum the company. Established a successful line of Healthcare and Financial Services software products (Cincom Intelligent Business Applications) in the US and EMEA.

- Solution Consultancy - Working with large Financial Services and Healthcare organizations across Europe and the US to analyse Business Processes and Requirements for the implementation of software-based solutions.
- Business Analysis – Business requirements definition, business case development, change management, solution development, process analysis and mapping, stakeholder engagement and workshops.
- Creation of Business Cases and Proposals for complex implementations. These typically include: project requirements, time estimates, software licences pricing, services pricing, ROI analysis and benefit analysis.
- Marketing Management – Management marketing activities including communication strategy, branding, web presence, content creation, collateral development, event management, partnership development and lead generation.

Education

BCS International Diploma in Business Analysis, BCS, UK

MA International Business, Bournemouth University, UK

Postgraduate Diploma in Marketing, Chartered Institute of Marketing, UK

BA in Employment Law, UCM, Madrid

Licenses & Certifications

Certified Blockchain Professional – C4 | Certificate in Financial Planning (FPC3) – CII/FSA