

V.A.

Business Analyst

TechConnect@ywcavan.org | 778-222-0482

Obj: Business Analyst

PROFESSIONAL SUMMARY

A strategic and stakeholder-focused Senior Business Analyst with 13 years' of cross-sector experience in Banking, IT and Healthcare, successful in discovery workshops, stakeholder engagement and business process modelling to define problems and inform technology investment. Skilled in Business case development, documentation and system thinking to guide value-driven decisions. Committed to inclusive, equitable and impactful public service delivery.

CORE SKILLS

Strategic Business Analysis & Stakeholder Engagement
Discovery Workshops, Journey Mapping & User Stories
Business Process Modelling (BPMN, Visio)
Use Cases, Traceability Matrices & BRD Development
Agile & Waterfall Methodologies
Public Sector Change & Equity-Centered Design
Project administration, Project planning and Process Optimization
Excellent Written and Verbal Communication and Presentation skills

TECHNICAL SKILLS

Documents/Tools: Prototypes, Wireframes, Microsoft 365, SharePoint, JIRA, Confluence, Figma, Canva
Data Analytics, Reporting & Visualization : Microsoft Excel, Visio, Power BI and SQL.

PROFESSIONAL EXPERIENCE

Senior Business Analyst - Stacey and Lloyd Consulting, Toronto, Canada (Remote) **Jan 2025 – Jun 2025**

Led client discovery workshops and stakeholder interviews, gathering and prioritizing business requirements that reduced project rework by 30%

Authored discovery reports, BRDs, user stories and functional specifications to support strategic decisions.

Designed KPI dashboards and excel based reports, using Power BI and Excel to improve visibility and accelerate decision-making by 40%

Supported Agile delivery across 5 major digital transformation projects, collaborating with cross functional teams on sprint planning, UAT and backlog refinement.

Contributed to public-interest digital solutions in healthcare and finance, achieving 85 % user adoption post-implementation.

Healthcare Assistant - Salford Royal Hospital, UK

Dec 2023 – Dec 2024

Supported patient care documentation, ensuring accurate medical record-keeping and confidentiality.

Gained insight into accessibility challenges in public health systems, reinforcing commitment to equity and barrier free service delivery.

Healthcare Assistant - Milton Keynes University Hospital UK

Dec 2022 – Dec 2023

Assisted in medical documentation, patient record management and maintaining data accuracy

Developed strong interpersonal skills through direct care with diverse population, contributing to inclusive healthcare experiences.

Developed problem solving and communication skills, crucial for stakeholder engagement in business roles.

Health Advisor - South Central Ambulance Service UK

Aug 2022 – Nov 2022

Provided data-driven support for patient call management, ensuring accurate documentation, culturally safe and informed triaging.

Used CRM tools (NHS pathways, address directory) to record and analyze patient information, improving response time and service efficiency.

Senior Business Analyst - Stanbic IBTC Bank, West Africa

Apr 2017 – Jul 2022

Organized and led stakeholder interviews and organized focus group sessions to elicit business requirements and uncover process inefficiencies.

Delivered comprehensive documentations including functional and non-functional requirements documentation, use cases, traceability matrices for CRM upgrade resulting in increased customer satisfaction rating by 40%.

Validated new systems through UAT with over 150 users reducing rework by 30% and improving user satisfaction.

Produced data and financial analysis to support business case development, resulting in 30% revenue boost.

Business Analyst - Access Bank plc, West Africa

Dec 2014 – Feb 2017

Developed business cases for process improvement plans for customer service and credit operations.

Implemented workflow optimizations that reduced customer onboarding time by 20% and improved service efficiency.

Collaborated with cross-functional teams to ensure requirements are understood and accurately translated and implemented.

Supported feasibility research, requirements documentation and roadmap development.

EDUCATION & CERTIFICATIONS

Master of Arts, Human Resources and Consulting | Lancaster University, England, UK - **Aug 2014**

Bachelor of Technology, Industrial Mathematics | Federal University of Technology, Owerri - **Oct 2006**

Reconciliation Education, First Nations University of Canada- **May 2025**

Certified Business Analysis Professional (CBAP)- **In progress**