

Ken Nwakanma

Business Analyst | Agilist | PMO

Contact Profile

Calgary, Canada

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A driven and strategic Business Analyst with 5 years experience facilitating the delivery of projects within IT Consultancy. Possesses proven skills in driving functionality and feasibility of systems and processes through implementing solutions that resolve business problems. Demonstrates an understanding of business problems and opportunities in the context of the customer's requirements whilst working with all relevant stakeholders to articulate and deliver solutions and business benefits. Excels in reviewing business propositions with a view of articulating project/product objectives, product strategy, business cases, and conducting feasibility studies. Proven experience in leading the decomposition of product backlog items into epics, user stories and acceptance criteria using BDD / Gherkin format as well as creating requirements artefacts including process models, wireframes, business rules, data models whilst also taking organisational impacts of changes. Proficient in Water / Agile methodologies, Scrum Frameworks and SDLC.

Key Skills Experience

Core Skills

- Business Analysis
- Project Management
- Stakeholder Management RACI
- Gap Analysis / 'as-is' & 'to-be'
- Business Processes Mapping
- Requirements Elicitation
- Data Analysis
- Process Optimization
- Critical Thinking
- Communication Skills
- Team Collaboration
- Problem Solving

Technical skills

- UML (Use Case Diagrams)
- User Stories, Epics, Features
- Technical Documentation

Business Analyst

Albloss Consulting LTD

July 2022 – Till Date

Facilitating the implementation of a digital solution (DXP) for security personnel to effectively manage their day-to-day operations.

- Carrying out gap analysis to identify the as-is processes and develop the to-be processes, ensuring all business requirements are translated into functional requirements and understandable project deliverables.
- Developing business cases and collaborating with stakeholders across all levels of business; ensuring all requirements gathered reflect and align with the overall business strategy.
- Creating wireframes, use cases and detailed user stories via collaborations with product designers, ensuring a responsive, interactive, and seamless user interface of products across the platform.
- Defining the features of the digital solution and ensuring they are properly communicated to all project stakeholders throughout the project life cycle.
- Providing leadership and guidance for Dev (UI/UX) teams on Project Scope, Acceptance Criteria, Testing and Definition of Done.
- Facilitating Training, Sprint Reviews, Retrospective reviews, Iteration planning sessions and Workshops; with a focus on promoting cross functional communication to establish pain points and potential improvements.
- Conducting UAT and Business Readiness Testing with the cross-functional business teams to ensure the delivered solution aligns with the vision of the business teams.

- Test Cases / UAT
- Wireframes/ Mock-ups
- Workshop Facilitation
- Quality Assurance
- Agile / Waterfall / SDLC
- Test Scripting

Tools

- MS Products / Visio
- Confluence / Jira
- Balsamiq/Lucid Chart
- SharePoint/Basecamp
- CRM/Oracle PeopleSoft
- SQL/Power BI

- Leading in tracking project deliverables including obtaining formal sign-off of business requirements from all key project stakeholders and ensuring traceability throughout the development cycle as requirements evolved.

Key Achievements:

- Significantly fast-tracked project execution by 10% through detailed GAP analysis and well-documented process flows.
- Supported the creation of the User Acceptance Criteria; including performing UAT and UAT completion sign-off; resulting in a 30% reduction in UAT test cycle time.

Business Analyst

Tiege Consult LTD

Sept 2020 – May 2022

Performed BA activities to support the implementation of a CRM solution with an integration to the organization's website for a new business start -up.

Key Responsibilities:

- Liaised with stakeholders and business users from the customer to elicit, capture, analyse, refine, communicate and document their requirements.
- Conducted detailed analysis to drive out business requirements and translate complex concepts into engaging digital propositions easily understood by technical teams.
- Produced technical artefacts such as wireframes, User Journeys, User story mapping, Feature List, Business requirement document, Business Rules to corroborate User Stories.
- Created and decomposed Epics based on the HLRs documented into Dev ready user stories to conform with the INVEST principle.
- Supported the build of the CRM functionality including; customizing entities, creating attributes, configuring forms, dashboards and configuring business rules and processes.
- Participated in deployment and Users Acceptance Testing (UAT) in collaboration with the QA teams; reviewed test scripts and test data; ensured this aligned with business needs.
- Participated in the development and grooming of Project Backlog user stories with Product Owners and technology partners; ensured the availability of a consist flow of work for the Developers.

Key Achievements:

- Successfully completed 'as-is' & 'to-be' process design analysis and process mapping which ensured alignment to the organization's business objectives; reduced margins of error by 15%.
- Successfully led the implementation of go live, manual configurations, setups and user training; accurately created process maps to showcase CRM capabilities; streamlined the organization's processes by 35%.

Junior Business Analyst

Tritek Consulting LTD

Jan 2018 - Aug 2020

Supported the delivery of multiple digital transformation projects including the build and implementation of an AI Chatbot system to digitalize customer interaction and enhance User experience.

Key Responsibilities:

- Facilitated workshops, conducted interviews and job shadowing sessions to gather and document business requirements with SMEs, business partners and users.

- Documented and analyzed business inputs using process diagrams, flowcharts, and data models; and exploring behavior models utilizing Use cases, UX designs, Storyboards, Wireframes, user profiles and User Stories.
- Oversaw the design, development and implementation of the system; with a focus on fulfilling user requirements for the AI Chat bot to be intuitive, user friendly and highly functional.
- Participated in release planning, daily stand-up meetings, reviews, retrospectives, and sprint planning, demos and other Agile Scrum related meetings.
- Supported the development team during the writing and execution of test scripts to ensure compatibility across both functional and non-functional areas; successfully completed Pilot and User Acceptance Test criteria.

Project Management Administrator

Teesside University

Apr 2016 – Dec 2017

Key Responsibilities:

- Collaborated with other department leaders to define, prioritize, and develop projects.
- Oversaw the development of the project and ensured that team members carried out their tasks efficiently while upholding the company's standards.
- Continuously evaluated projects to ensure they are meeting company standards, adhering to budgets, and meeting deadlines.
- Planned project management, including setting deadlines, prioritizing tasks, and assigning team members to various deliverables.

Education

Bow Valley College Calgary, Alberta – 3.27 GPA

Business Administration

Federal University of Technology Owerri

BEng Civil Engineering

Certifications

- Certified Business Analysis Professional (CBAP)
- Professional Scrum Master
- ITIL V3