**Olu Ajisafe**

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A certified professional with 10 years experience as an RPA Lead, Business Analyst and Process Improvement Specialist. I am competent in RPA requirements gathering and documentation (PDDs and SDDs), Process Design and Process Improvement, Project management and administration of UiPath Infrastructure. Equipped with Lean Six Sigma Green Belt Certification and backed by experience.

**SKILLS**

* Hard: Agile Methodologies | MS Office | JIRA | Confluence | Scrum Methodologies | Kanban | MS Visio etc.
* Soft: Problem Resolution | Organizational Skills | Collaboration | Research | Communication | Influencing | Negotiation | Leadership | Innovation | Comprehension | Curiosity | Emotional Intelligence | Critical Thinking | Change Management.

**CERTIFICATIONS & TRAININGS**

* Certified Business Analysis Professional (CBAP) (IIBA)
* UiPath RPA Business Analyst
* UiPath Automation Hub
* UiPath Task Capture
* UiPath Task Mining
* IBM Process Mining
* Celonis Process Mining
* Abby Timeline
* UiPath Process Mining
* Lean Six Sigma (LSS) Green Belt Certification

**work experience**

**UiPath (Contract)**

*RPA Business Analyst and Product Owner Jan 2021 – Present*

* Working with a remote agile development team of 7+ across 4 countries via MS Teams daily to collaborate and communicate with cross-functional stakeholders to deliver automations aligned with customer/process requirements.
* Develop, document and handover Process Definition Documents from requirements gathering sessions to Developers.
* Set and define RPA goals, as well as analyze and report on bot performance and success.
* Collect data on organizational work processes and information flows to discover and identify suitable candidate processes for RPA
* Translate high-level, complex business processes into simpler processes suitable for automation
* Drive bot enhancements that improve efficiency and enables FTE cost savings.
* Develop RPA Process Definition Document (PDD) for each process and assess business processes for feasibility and effectiveness of potential bots.
* Collaborate with the business owners and development team to analyze business problems, define automation solutions, and works with the RPA Developer to clearly document the implementation / rollout plan.
* Collaborate with SMEs as necessary to identify, interpret and document business processes and requirements in the form of workflows, design documents, and both high-level and detailed user stories and acceptance criteria.
* Support the planning of an RPA roadmap in collaboration with product, technology, and SMEs / stakeholders to achieve business goals
* Communicate project progress and status to business owners, stakeholders, and other development team members.
* Creation of test cases and scenarios to ensure automated processes are accurately tested, passed okay prior to deployment / go-live.

**Profile Intelligence Plano, Texas**

*Robotics Process Automation (RPA) Business Process Analyst November 2019 - November 2020*

* Discovered and recommended processes, and investigated workflows for automation across 17 business groups, raising automation levels from 37% to 84% in 1 financial year.
* Monitored, evaluated, and provided feedback on performance of 25 automated processes, and incrementally provided monthly status updates in terms of FTE cost savings / avoidance.
* Collaborated with business partners to gain senior management buy-in for continuous process improvement strategies.
* Developed and maintained RPA Process Definition Document (PDD) for each process for automation across all business groups
* Collaborated with stakeholders on the evaluation and feasibility, effort, and costs to implement requirements.
* Elicited user requirements using interviews, document analysis, business process descriptions, use cases and task and workflow analysis.
* Developed business requirements mapping, process flows, functional designs, test plans, requirements, and high-level project timelines for each assigned project.
* Conduct requirements gathering and translate high-level business requirements into functional specifications.
* Created, maintained, and owned business processes, requirements, and functional specification documentation.
* Developed test cases and acceptance criteria as well as performed QA of automated processes.
* Conducted UAT with stakeholders and communicated systems and procedural changes to end users.

**Allen Forensics Dallas, Texas**

*Process Improvement Specialist July 2018 – Nov 2019*

* Utilized Lean Six Sigma principles to analyze current state operational processes and capture pain points to develop future state process flows in collaboration with business partners.
* Redesigned key processes to reduce defects and deliver value to customers more efficiently, leading to 38% increase in value delivery and cost reduction.
* Organized companywide documentation and standardization of 100% of operational processes using manuals and maps with MS Word and Visio resulting in ISO 9001(QMS) Audit Certification.

**Interswitch Group**

*Operational Excellence Consultant Oct 2014 – May 2017*

* Consulted internal teams on Business Process Management & Operational Excellence
* Provided strategic support through identification & implementation of initiatives to achieve organizational excellence
* Optimized business performance by applying quality methodologies & tools to processes and operations
* Facilitated cross-functional problem-solving initiatives
* Facilitated formulation and implementation of Operational Level Agreements (OLA), customer-centric business processes
* Facilitated initiatives to continuously automate manual processes & improve TAT
* Eliminated operational redundancies & wastes by streamlining operational processes
* Liaised with business units to identify cost-effective means to solving business problems
* Periodically evaluated business processes to ensure alignment with strategic objectives
* Managed organizational Business Process Maturity and benchmarked against CMMI
* Utilized quality & process improvement tools such as Value Stream Maps, 5Ys, DMAIC, Ishikawa & flow charting to transform business operations and improve processes for incremental efficiency gains
* Facilitated process review & health assessment sessions
* Drove operational synergy across user groups by establishing initiatives to promote OLA/SLA compliance & process adoption
* Trained teams on tools, techniques & templates for new process design / process improvement
* Lead Six Sigma Process Improvement Projects aimed at efficiency & cost savings for bottom & top line performance

**Etisalat Telecommunications - United Arab Emirates/EMEA**

*Process Review & Operational Efficiency Analyst Mar 2010 - May 2014*

* Developed process KPI management framework for measuring performance of organizational strategic processes
* Monitored the performance of strategic End to End processes & recommended improvement actions
* Co-facilitated the development and implementation of an enterprise Business Process Management framework
* Analyzed process performance data & provided Senior Management with regular concise reports
* Developed process support tools & templates / risk assessment & response framework and sensitized functional SMEs to ensure adoption
* Documented / enhanced business processes to address identified gaps from process review & health assessment exercises.
* Facilitated Business Process Workshops, stakeholder alignment meeting & trainings
* Administered MS SharePoint document libraries and instituted a central document management repository
* Developed document, record management & quality procedure documents in alignment with QMS standards requirement
* Coordinated project activities towards obtaining ISO Quality Management System (QMS) certification and successfully obtained ISO QMS 9001:2008 certification
* Periodically evaluated business processes to ensure alignment with strategic objectives
* Utilized quality & process improvement tools such as Value Stream Maps, 5Ys, DMAIC, Ishikawa & flow charting to transform business operations and improve processes for incremental efficiency gains
* Trained teams on tools, techniques & templates for new process design / process improvement, traceability, test scenarios and test case development & execution
* Lead Six Sigma Process Improvement Projects aimed at efficiency & cost savings for bottom & top line performance
* Tested and managed product releases supplemented with business impact analysis.
* Coordinated with the implementation team to track project progress and monitor time and cost.
* Liaised with business units to identify cost-effective means to solving business problems
* Consulted internal teams on Business Process Management & Operational Excellence initiatives
* Provided strategic support through identification & implementation of initiatives to achieve organizational excellence
* Optimized business performance by applying quality methodologies & tools to processes and operations
* Facilitated cross-functional problem solving initiatives

**EDUCATION**

**Federal University of Technology Akure**

*B.Tech Computer Science*