Godwin Bennard

Business Analyst

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Professional Summary:

Dedicated and results-oriented Business Analyst with over 5 years of experience driving business process improvements, system enhancements, and data-driven decision-making. Proven expertise in analyzing complex business requirements, facilitating stakeholder collaboration, and translating insights into actionable strategies. Adept at leveraging a diverse set of analytical tools and methodologies to optimize operational efficiency, enhance organizational performance, and contribute to the achievement of strategic business objectives. Strong communication and interpersonal skills, combined with a commitment to continuous learning and staying abreast of industry trends, position me as a valuable asset in navigating and shaping the evolving landscape of business analysis.

Skills:

Analytical Skills:	Data Analysis, Statistical Analysis, Data Modeling, Power BI
Problem-Solving:	Critical Thinking, Decision-Making, Creative Problem Solving
Requirements Elicitation:	Stakeholder Interviews, User Stories, Use Case Analysis
Data Analysis:	Power BI, Excel, Microsoft Suite, MS SQL,
Process Modeling:	Process Flow Diagrams, BPMN, UML
Communication Skills:	Verbal and Written Communication, Presentation Skills
Stakeholder Management:	Relationship Building, Conflict Resolution
Project Management:	Project Planning, Agile Methodology, Jira
Technical Proficiency:	System Understanding, API Knowledge, UX/UI Basics
Documentation Skills:	Business Requirements, Functional Specifications, Reports
Collaboration:	Cross-Functional Team Collaboration, Team Leadership
Adaptability:	Flexibility, Agile Mindset, Learning Agility
Quality Assurance:	Testing Principles, User Acceptance Testing (UAT)
Tool Proficiency:	Microsoft Visio, Jira, Confluence, Excel, Power BI, Microsoft Suite,

Education:

- **Master of Science (MSc) in Information Systems technology | Concentration in Management Information Systems**
  Wilmington University, New Castle, Delaware   May 2020
- **Certificate in Management Information Systems**
  Wilmington University, New Castle, Delaware   Apr 2020
- Bachelors Of Science In Business Administration
  Ekiti State University, Ekiti State, Nigeria   Oct 2017

Professional Training:

- SQL
- Microsoft Access
- Power BI
- MS Office 365

Certifications:

- Certified Management Information Systems

Experience:

Dell Technologies, Remote
Role: Business Analyst   **Mar 2021 - Present**

- Collaborate with cross-functional teams to gather, analyze, and document business requirements, ensuring a comprehensive understanding of stakeholder needs and objectives.
- Conduct data analysis and interpretation, providing valuable insights to support strategic decision-making processes and enhance business performance.
- Develop and maintain detailed project documentation, including business requirements, process flows, and user stories, ensuring clarity and alignment with project goals.
- Act as a liaison between business stakeholders and technical teams, facilitating effective communication and ensuring that technology solutions meet business requirements.
- Conduct regular stakeholder meetings and presentations to provide project updates, gather feedback, and address any concerns, maintaining a 90% satisfaction rate.
- Collaborate with end-users to define and validate business processes, identifying opportunities for improvement and efficiency gains.
- Utilize tools and methodologies, such as Jira and Agile, to streamline project workflows and enhance collaboration among team members, resulting in a 15% increase in project efficiency.
- Work closely with developers and QA teams to ensure successful implementation and testing of software solutions, minimizing defects and ensuring a high-quality deliverable.
- Perform gap analysis to identify discrepancies between current business processes and desired future state, proposing and implementing solutions for optimization.
- Conduct training sessions for end-users on new systems and processes, ensuring a smooth transition and maximizing user adoption.
- Continuously monitor industry trends and advancements, providing recommendations for innovative solutions and contributing to the evolution of business analysis practices within the organization.

BCBS, Remote
Role: Business Analyst   **Mar 2019 – Feb 2021**

- Collaborated with business stakeholders to elicit, analyze, and document comprehensive business requirements, ensuring alignment with organizational goals.
- Conducted thorough data analysis to extract meaningful insights, facilitating informed decision-making processes and contributing to data-driven strategies.
- Developed and maintained detailed project documentation, including business requirement documents, process flows, and user stories, ensuring accuracy and clarity.
- Acted as a key liaison between business users and technical teams, ensuring effective communication and understanding of business needs throughout the project lifecycle.
- Facilitated regular meetings and presentations with stakeholders to provide project updates, gather feedback, and address concerns, maintaining a satisfaction rate of 90%.

- Collaborated with end-users to define and validate business processes, identifying areas for improvement and implementing solutions to enhance operational efficiency.
- Utilized Agile methodologies and tools like Jira to streamline project workflows, improving collaboration and resulting in a 15% increase in project efficiency.
- Worked closely with development and quality assurance teams to ensure successful implementation and testing of software solutions, minimizing defects and ensuring high-quality deliverables.
- Conducted comprehensive gap analysis to identify discrepancies between current and desired business processes, proposing and implementing solutions for optimization.
- Led training sessions for end-users on new systems and processes, ensuring a smooth transition and promoting user adoption.
- Stayed abreast of industry trends and best practices, providing recommendations for innovative solutions and contributing to the continuous improvement of business analysis practices within the organization.

Epsilon, Remote
Role: Business Analyst   Mar 2017 – Feb 2019

- Collaborated with stakeholders to gather, analyze, and document detailed business requirements, ensuring a clear understanding of project objectives and aligning solutions with organizational goals.
- Conducted comprehensive data analysis, extracting meaningful insights to support decision-making processes and contribute to data-driven strategies.
- Developed and maintained meticulous project documentation, including business requirement documents, process flows, and user stories, ensuring accuracy and consistency.
- Served as a crucial liaison between business users and technical teams, facilitating effective communication and fostering a shared understanding of business needs throughout the project lifecycle.
- Conducted regular meetings and presentations with stakeholders to provide project updates, gather feedback, and address concerns, maintaining a satisfaction rate of 90%.
- Collaborated with end-users to define and validate business processes, identifying areas for improvement and implementing solutions to enhance operational efficiency.
- Utilized Agile methodologies and tools such as Jira to streamline project workflows, enhancing collaboration and resulting in a 15% increase in project efficiency.
- Worked closely with development and quality assurance teams to ensure successful implementation and testing of software solutions, minimizing defects and ensuring high-quality deliverables.
- Conducted thorough gap analysis to identify disparities between current and desired business processes, proposing and implementing solutions to optimize operations.
- Led training sessions for end-users on new systems and processes, ensuring a smooth transition and maximizing user adoption.