

AKAOLUCHI CHUKWU

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OBJECTIVE

To use my abilities, team orientation, and experience to drive continuous organizational improvement and increased corporate profitability there by adding value to the organization.

CORE COMPETENCIES

- Requirements Gathering and Analysis
- Microsoft Tools
- Data Visualisation
- Risk Assessment
- Project Management
- Process Improvement
- Stakeholder Management
- User Engagement
- Gap Analysis
- Problem Solving
- Reporting and Documentation

KEY STRENGTHS

- Experienced in sprint PI planning & incident management, troubleshooting of the incidents/problems ticket in timely manner using JIRA, ServiceNow following AGILE & ITIL framework.
- Ability to work independently with minimal direct supervision, prioritize objectives and initiatives and drive improvement among multiple ONSHORE & OFFSHORE Teams.
- Perform root cause analysis and troubleshooting incidents using Splunk and collaborating with support teams to drive solutions from Splunk logs analysis.
- Creating dashboards, pivot table & graph reports using Excel, PowerPoint, Word, Splunk & tableau.
- Excellent planning skills and communicating product vision and goals to ensure team understanding using Jira, Version one and Kanban board.
- Ability to adapt quick and learn Fast.
- Responsible for scheduling and leading meetings, pushing meeting meetings and following on action items.
- Conduct analysis, create test cases (traceable to business needs), execute tests – i.e. UAT.
- Create acceptance criteria and coordinate development to validate enhancements of bug/defect fixes prior to promoting changes to production.

PROFESSIONAL EXPERIENCE

Business Process Analyst – High Impact Careers, UK

October 2023 – March 2024

- Work closely with various internal stakeholders, product owners and data analysis teams to map the business processes, identify opportunities/issues and find the best possible solution.
- Perform analysis and use data to identify and validate business assumptions and requirements.
- Work with business intelligence tools, accessing and working with big data from multiple sources and partnering with the business to identify strategic opportunities and deliver results.
- Conduct research on competitors' products, services, and prices to help the company develop strategies to stay competitive.
- Develop and monitor a comprehensive business plan, ensuring all tasks are completed on time and within budget, resulting in a well-planned and cost-effective solution.
- Build and maintain strong relationships with stakeholders at all levels of the organization, fostering collaboration and alignment on strategic priorities.
- Collaborate with cross-functional teams including IT, operations, finance, and marketing to ensure alignment and integration of business and technology solutions.
- Conduct thorough analysis of business processes, systems, and data to identify areas for improvement and opportunities for optimization.
- Facilitate workshops, interviews, and meetings to elicit business requirements and gather feedback from stakeholders, ensuring their needs are accurately represented.

Business Analyst - Krystal Klear Ltd

February 2022 – July 2023

- Constantly determine and translate business requirements into solutions by defining comprehensive stories for system and process enhancement changes.

- Partner with Product Management and key stakeholders to foster innovation by translating rough business requirements into tangible, easy-to-understand user stories.
- Schedule and lead meetings to provide architectural solutions & preliminary design, analysis, planning, implementation and operations of the application.
- Perform UAT on applications, including test planning, test execution, management defect remediations, and documentation of test results to validate enhancements or bug/defect fixes prior to promoting changes to production.
- Work with multiple ETO teams and vendors to troubleshoot issues from 3rd party vendors & offshore teams.
- Take ownership of the product backlogs, demo & participate/organise in daily stand-ups.
- Create weekly dashboard reports using Excel, Tableau, Word, and PowerPoint, compiling production issue trends (Incidents) to drive continuous improvement and reduce re-occurring incidents.
- Developed user training documentation & updated the knowledge base articles (KB) to improve support.

Business Analyst - First Bank (Online banking), Lagos, Nigeria

October 2018 – December 2020

- Led elicitation sessions using variety of requirements gathering methods such as interviews, documentation analysis, surveys, site visits, business models with executives, managers, developers, and subject matter experts.
- Versatile use of appropriate SDLC (agile and waterfall) to achieve project goals and timeline.
- Successfully documented software functionality for conversion to a different technology platform.
- Provided ongoing support for IT projects to business clients post-deployment to ensure successful operation.
- Performed gap analysis between the customer's current legacy system and new system.
- Performed unit testing and integrated testing with the customer including developing and executing test scripts to ensure proper system functionality.
- Effectively collaborated across all teams and communicating results of multiple software releases.
- Gathered and analyzed business requirements for various projects by collaborating directly with the department to access impact and provide alternate solutions when necessary.
- Provided requirements analysis and developed steady-state support model for release management processing
- Translated business requirements into technical documentation

EDUCATION

- **MBA Human Resource Management** – Coventry University, London, England
- **BSc Psychology** – Nnamdi Azikiwe University, Awka, Nigeria

CERTIFICATIONS

- **Entry Certification in Business Analysis** - (IIBA) International Institute of Business Analysis
- **Chartered Institute of Personnel Development** - CIPD
- **Microsoft Excel 2019** – uCertify
- **Project Management Professional PMP** – Project Management Institute (in view)