**Isaac Mbimi**

Business Analyst

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# **PROFESSIONAL SUMMARY:**

Results-oriented Business Analyst with over 9 years of experience in driving business process improvements and delivering data-driven solutions across diverse industries. I excel in gathering and analyzing business requirements, translating them into actionable insights, and managing stakeholder relationships to ensure project success. My expertise in Agile methodologies enables me to effectively lead cross-functional teams and optimize project lifecycles, enhancing operational efficiency and delivering significant cost savings. I am skilled in employing advanced data analytics to identify opportunities for growth and innovation while fostering interdepartmental collaboration to support strategic objectives. With a proven track record of facilitating successful systems implementations, I am dedicated to empowering organizations to achieve their goals through effective process modeling and improvement.

In my career, I have consistently demonstrated my ability to adapt to changing business environments and leverage technology to solve complex problems. I am adept at creating comprehensive documentation and process maps that clarify requirements and streamline workflows. My strong communication skills and analytical mindset allow me to bridge the gap between technical teams and business stakeholders, ensuring alignment on project objectives and deliverables. Passionate about continuous improvement, I stay abreast of industry trends and best practices, enabling me to recommend innovative solutions that enhance operational performance and drive business success.

# **SKILLS:**

**Business Analysis:** Requirement Gathering, Business Process Modeling, Data Analysis, Stakeholder Management

**Technical Proficiency:** SQL, Python, Excel, Tableau, Power BI, R, Data Visualization

**Project Management:** Agile Methodologies, Scrum, Kanban, JIRA, Trello, Asana, MS Project

**Collaboration Tools:** Slack, Microsoft Teams, Confluence, SharePoint, Google Workspace, Zoom

**Documentation:** Use Case Development, Functional Specifications, Process Mapping, User Stories

**Quality Assurance:** Testing Strategies, Test Case Development, User Acceptance Testing (UAT), Quality Metrics

**Soft Skills:** Communication, Problem-Solving, Critical Thinking, Adaptability, Team Collaboration

**Additional Skills:** Excellent Oral, Written, and Presentation Skills, Initiative, Attention to Detail, Leadership, Conflict Resolution

# **WORK EXPERIENCE:**

**Citi Group,** **Irving, TX**

**Lead Business Analyst/Scrum Master Mar 2020 - Present**

* Facilitate effective communication between business stakeholders and development teams, ensuring that project goals aligned with business needs and technical capabilities.
* Provide comprehensive reports on project progress, resource allocation, and risk assessment to senior management, ensuring informed decision-making throughout project lifecycles.
* Play a key role in fostering a culture of continuous improvement by implementing Agile principles and identifying opportunities for process optimization across teams.
* Manage stakeholder expectations by conducting regular updates, presentations, and demos, ensuring alignment with evolving business priorities and goals.
* Manage and tracke project progress using JIRA and Confluence, resulting in a 20% increase in transparency and accountability across stakeholders.
* Gather and analyze business requirements from multiple stakeholders, translating them into actionable user stories and acceptance criteria, improving project alignment by 30%.
* Collaborate closely with Product Owners to prioritize backlogs, ensuring the team consistently delivered the highest-value features, increasing product ROI by 10%.
* Collaborate with business stakeholders to understand objectives and requirements, ensuring product backlog prioritization aligns with business goals.
* Conduct analysis of business issues and processes, identifying opportunities for improvement and translating needs into clear documentation.
* Coordinate with IT development teams to align business requirements with technical solutions, proposing innovative approaches to meet challenges.
* Mentor team members on Agile principles, facilitating continuous improvement and addressing impediments to development team progress.

**Molina Healthcare, Philadelphia, PA**

**Business Analyst**  **May 2017 - Mar 2020**

* Collaborated with development teams to translate business needs into technical specifications, ensuring seamless integration of new features into existing healthcare systems.
* Gathered and documented comprehensive business requirements, aligning them with project goals to ensure successful system implementations.
* Led cross-departmental workshops and stakeholder meetings to identify and address operational inefficiencies, driving continuous process improvement.
* Utilized data visualization tools like Tableau and Power BI to create reports that provided actionable insights for executive decision-making.
* Managed and prioritized project backlogs, ensuring timely delivery of key deliverables using Agile frameworks and tools such as JIRA and Confluence.
* Developed and maintained process flow diagrams, use cases, and user stories to clearly communicate business requirements to both technical and non-technical stakeholders.
* Assisted in quality assurance processes by conducting test case reviews, defect tracking, and coordinating user acceptance testing (UAT) to ensure successful project outcomes.
* Spearheaded the gathering, documentation, and analysis of business requirements for over 15 key healthcare projects, resulting in a 20% increase in process efficiency and reduced project delivery time.
* Collaborated with cross-functional teams to streamline claims processing systems, leading to a 15% reduction in processing time and improving customer satisfaction rates by 10%.
* Developed comprehensive process models and workflow diagrams, identifying bottlenecks and improving operational efficiency by 18%, contributing to overall cost savings of $1.2 million annually.

**Global Solutions, Auburn, AL**

**Business Analyst Jul 2014 - Jan 2017**

* Analyzed and translated complex business needs into clear and actionable requirements, ensuring alignment with both technical and non-technical stakeholders.
* Worked closely with vendors and external teams to identify project risks, constraints, and dependencies, facilitating smooth integration and timely project delivery.
* Synchronized with non-technical teams to streamline product releases, ensuring successful cross-departmental collaboration and managing multiple projects simultaneously.
* Developed comprehensive documentation, including business requirements, functional and non-functional specifications, to ensure clear project guidelines and alignment with strategic objectives.
* Collaborated with cross-functional teams to map current and future business processes, and facilitated stakeholder meetings to assess needs and drive IT solutions that supported business strategies.
* Analyzed and defined user needs to recommend process improvements, maintaining updated documentation and suggesting changes to enhance business efficiency.
* Gathered and documented business requirements for over 20 cross-functional projects, ensuring alignment with client objectives and enhancing process efficiencies by 15%.
* Conducted in-depth data analysis and business process modeling using tools like Excel, SQL, and Tableau, leading to a 10% reduction in operational costs.
* Collaborated with stakeholders across departments to define project scope and deliverables, improving communication flow and reducing project delays by 20%.

#  **EDUCATION:**

Auburn University

**Bachelor of Engineering, Mechanical Engineering**

Maryville College

**Bachelor of Arts, Computer Science**

Auburn, AL

May 2017

Maryville, TN

May 2013

# **CERTIFICATIONS:**

Certified Information Systems Auditor (CISA), 2024

Certified Cloud Security Professional (CCAH), 2020

Project Management Professional (PMP), 2022

SAFe Agilist (SAFe), 2023

Professional Scrum Master I (PSM I), 2021

AWS Certified Solutions Architect, 2018