

BABATUNDE JIMOH

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PROFESSIONAL PROFILE:

A Certified Business Analyst with over 10 years' experience in the IT, Telecoms, Health, Fintech, Startups, Agriculture and Financial Market Industry. I have maintained progressive track record analyzing business intelligence on network connectivity products and software application development. Improved efficiency of business process models, through product customization, and implementation. Passionately worked with stakeholders and delivered valuable IT products/solutions that have continued to improve processes, delight users, and increase revenue by 45%, in a fast-paced customer-facing environment.

Over the years, I have gained highly effective skills in; Leadership, Market research, Strategic digital transformation, Process re-engineering, Product Backlog Management, Elicitation of requirements, Use Cases (UML), Functional Software Testing, Change Management, Team Collaboration.

Soft Skills

- Communication - Verbal & Written
- Analytical & Problem solving
- Facilitation & Presentation
- Business Process Management
- Agile Development
- Leadership
- Stakeholder Management
- Risk Management
- Research and Market Analysis

Technical Skills

- Process Modeling: Lucid chart, MS Visio,
- API Testing
- User stories
- BRD, FRD, UML
- Manual software testing
- Tools: Jira, Confluence, Figma
- Sharepoint
- BPMN
- Requirements Gathering

CERTIFICATIONS:

- ✓ Certified Business Analysis Professional™ (CBAP®) –
- ✓ Agile Analysis Certification (AAC), International Institute of Business Analysis™ (IIBA®)
- ✓ Project Management – University of Washington
- ✓ Certified Scrum Master (International Scrum Institute)
- ✓ Certified Product Owner (International Scrum Institute)
- ✓ Certified Project Requirements Analyst (International Organization for Project Manager)

WORK EXPERIENCE:

Consultant Business Analyst – Click Operations – Leeds, United Kingdom.

April 2023 – Present

Responsibilities:

Responsible for over all business process improvement, I facilitate strategy meetings to reposition the organization within the industry its playing in. I am also responsible for gathering and analyzing requirements while recommending solutions where necessary.

- Provided one-on-one coaching to business analysts, guiding them through complex projects, ensuring they are equipped with the necessary skills and knowledge to succeed.
- Designed comprehensive training modules tailored to suit the varying needs of business analysts at different stages of their career.
- Developing, improving and implementing operations and plans to meet company goals .
- Stakeholder analysis and requirement gathering.
- Evaluating overall company performance
- Assisting management in goal setting and promoting company growth, anticipating and forecasting trends and patterns of the company and marketplace.
- Conduct Gap analysis.
- Gathering, documenting and Prioritizing requirements, using the MOSCO Analysis to come up with Minimum Viable Product (MVP).
- Develop and design process flows to capture business process models, identifying pain points within the current process and determining the future state.

Technical Business Analyst – MTN Nigeria – Lagos, Nigeria.

September 2022 – May 2023

Responsibilities:

I ensure Standardization of product documentation within the enterprise, making sure all product documentations follow the company standard and structure. I also ensure product documentations are done properly across all products and are saved in the appropriate repository. I gather requirements for product development, document and prioritize them, ensuring every member of the development team have the same understanding of the project

goal.

- Worked closely with stakeholders, including business users, developers, and project managers, to ensure that technical solutions meet their needs and expectations.
- Facilitated discussions using visual analysis techniques to clarify the scope of the product or solution.
- Agile coaching of development team.
- Proactively communicate and collaborate with Managers, Clients and Customers to analyze information needs and elicit requirement.
- Work with the design team to come up with a good user experience for customer retention.
- Designing product backlogs with Epics, user stories, acceptance criteria and estimation.
- Managing risk, assumptions, issues and dependencies across different software development projects.
- Leading MTN product development to make sure things are done according to requirements gathered.
- Mentored four young business analysts within the company to get them acquainted with the business analyst best practices.

Key Delivered Projects:

- o MTN Voice of Customer Survey system.
- o MTN e-Sim self portal
- o MTN Document management system
- o MTN Metaverse Prestige Portal.
- o MTN After Sales Support
- o MTN Self-service Portal for Enterprise Business and Customers

Senior Business Analyst – Africa Prudential – Lagos, Nigeria.

Feb. 2022 – February 2023

Responsibilities:

Improve overall customer experience for product portfolio, improve customer acquisition rate for product portfolio and facilitated strategy meetings to improve customer retention rate for various digital products owned by the organization.

I also led a team that created an API economy for B2B transactions for the organization, a product that increased the company's revenue.

- Worked closely with stakeholders, including business users, developers, and project managers, to ensure that technical solutions meet their needs and expectations.
- Wrote the user stories to create an API economy on Microsoft Azure.
- Increased overall existing product revenue by gathering quality requirements.
- Designing of product backlogs with Epics, user stories, acceptance criteria and estimation.
- BPMN modelling using tools like draw.io, to capture the AS-IS and TO-BE state.
- Facilitate sprint planning meetings and manage the Jira board for the project.
- Writing of test cases and working with testers to make sure the tests are well carried out.
- Optimize & Standardize The Product Requirements Gathering & Elicitation Process
- Document and work with the design team to Design a good customer journey for clients.

Key Delivered Projects:

- o NBA Digital Platform: The project is a digital platform for lawyers to register and carry out their legal obligation like bar licensing fee, as well as helping the general public to confirm the authenticity of a lawyer.
- o Africa Prudential middleware: A digital platform powered by Microsoft Azure, for marketing the company's API.
- o Chevron Nigeria cooperative digital platform: A digital platform built specifically for the Chevron Nigeria cooperative society to carry out their cooperative activities.

Senior Business Analyst – DNII Bureau Services Limited – Lagos Nigeria.

July 2021 – Jan. 2022

Responsibilities:

I created project implementation plan to outline contract, scope, resources and timelines of projects. I also define custom enhancement for various products, highlighting training goals, testing goals and projects goals.

I carry out general business analysis activities, like putting in place mechanism for planning and monitoring projects activities, eliciting requirements, strategy analysis, stakeholder management and solution evaluation.

- Create and manage project schedule that meets the requirements of both clients and our personnel.
- Manage project risks and communicate to clients to set expectation.
- Seek and identify opportunities for the organization.
- Create periodic project status report.
- Stakeholder management.
- Solution evaluation.

Key Delivered Projects:

- o Digitization of the entire HR depart of FMN

Business/Product Analyst – Finance Life Technologies Limited – Lagos, Nigeria.

Aug. 2020 – July. 2021

Responsibilities:

Work with the strategy team to analyse different needs of the enterprise, and recommending solutions to the identified needs. I also facilitates different

B2B meetings, understanding and documenting different client needs.

- I analyse and manage stakeholders, making sure they have the right information per time.
- Working with delivery team to validate deliverables.
- Conduct SWOT analysis.
- Conduct Gap analysis in order to identify the steps involved in repositioning different product and the company at large.
- Requirements gathering and engineering.
- Oversee software development projects and manage technical issues.
- Conduct research and analyze metrics to continually improve company's software products and value.

Key Delivered Projects:

- o Farmzone (a platform for aggregators of different Agricultural products).

Business Analyst –MTS Digitals – Lagos, Nigeria.

Nov 2017 – Aug. 2019

Responsibilities:

- Served as a liaison between business team and technology team, in digital transformation program and business process improvement.
- Facilitated stakeholder's ideation session, developed and owned product/solution strategy roadmap.
- Engaged diverse stakeholders in gathering functional, nonfunctional and systems requirements using varied techniques such as interviews, workshops, observations, document analysis, & focused groups.
- Work with clients to understand business priorities, product requirements and defining business use cases.
- Developed business process models using varied techniques such as Unified Modelling Language (UML), Role activity diagram and Flow charts etc.
- Performed Gap analysis, developed project scope, User Acceptance Test (UAT) plan, & acceptance criteria.
- Problem analysis.
- Supported Product Owner on product backlog items management for the Scrum team.
- Generated and analyzed custom reports as well as dashboards for diverse stakeholders and provided insights on systems performance levels as well as areas of improvement.

Key Delivered Projects:

- o Nigerian Air Force Flight Management System
- o MyCloudMedic Hospital Management System

Business Analyst –Igricpedia Limited –Lagos, Nigeria.

Nov 2013 – July. 2017

Responsibilities:

- Eliciting and organizing requirements.
- Strategy analysis.
- Facilitate and conduct UAT
- Design product roadmap
- Give progress report on project to stakeholders.
- Writing of test cases and working with testers to make sure the tests are well carried out.

EDUCATION:

Bachelor of Technology (Hons.), Agricultural Engineering.
Ladoke Akintola University of Technology

May 2015

West African Secondary School Certificate
Mayflower School, Ikenne, Ogun State

June 2005
