

OLUWASEUN OSHIYEMI

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BUSINESS ANALYST

PROFESSIONAL SUMMARY

Business Analyst with a proven track record in analyzing business processes, translating stakeholder needs into actionable requirements, and delivering data-driven solutions that optimize performance and drive business value. Skilled in gathering and documenting business and system requirements, performing gap and impact analysis, facilitating multi-disciplinary collaboration, and implementing process improvements aligned with organisational objectives. Proficient in SQL, Python, Power BI, and Agile methodologies with a strong track record of improving operational efficiency and supporting digital transformation.

CORE COMPETENCIES

- **Business Analysis & Delivery Skills:** Business Analysis | Business Process Mapping (BPMN) | Process Improvement | Gap Analysis (AS-IS / TO-BE) | Requirement Elicitation | Business Case Development | User Stories, Epics & Tasks | BRDs / FRDs / FSD | UML (Use Cases / Diagrams) | Traceability Matrices | Change Control | Test Cases & UAT | Impact Analysis | Decision-Making | Cost-Benefit Analysis | Options Evaluation | Forecasting & Reporting.
- **Stakeholder, Project & Change Management:** Stakeholder Management | RACI | Strategic Team Leadership | MoSCoW Prioritisation | Product Backlog Refinement | Risk & Issue Management | Change Management | Workshop Facilitation | Influencing & Negotiation | Communication & Presentations | Requirements Sign-Off | Executive Reporting | Time & Priority Management | Cross-functional Collaboration & Consensus Building
- **Analytical & Technical Skills:** Data Analysis | SQL | Python | Power BI | Excel | Data Visualisation | MySQL | Reporting & Dashboards | Trend & Variance Analysis | Statistical Reasoning | User Experience Analysis | System Modelling | Documentation Tools (Visio / Lucidchart / Draw.io / Gliffy)
- **Tools & Collaboration Platforms:** JIRA | Confluence | Azure DevOps | SharePoint | Microsoft Office Suite (Excel, Outlook, PowerPoint) | MS Projects | Trello | Miro | Figma | Balsamiq | Google Drive | Teams | Slack.

PROFESSIONAL EXPERIENCE

Business Analyst | Amdari Ltd.

February 2025 – Present

- Championed and analysed business requirements from SMEs, IT teams, and key stakeholders, translating them into actionable solutions for AI-driven claims automation and process improvement.
- Led the creation of process models using BPMN 2.0, ensuring alignment with future business and system requirements and driving clarity for stakeholders.
- Managed gap analyses, utilised SQL and Power BI to conduct in-depth data analysis, providing critical insights that contributed to process reengineering and decision-making.
- Prioritised features using the MoSCoW technique, enabling better backlog management and focused sprint planning with the Product Owner.
- Managed project progress through Jira and Confluence, ensuring that project milestones were met on time and within scope.
- Led claims process optimization and AI system integration, driving a 30% efficiency improvement in claims processing time.

Business Analyst | Tritek Consulting**October 2022 – December 2023**

- Led the requirements gathering and documentation process for the integration of digital diagnostics and EHR systems, improving data accuracy and reducing manual errors.
- Designed user journeys and personas to drive user-centric design, which enhanced stakeholder buy-in and improved the end-user experience.
- Executed SQL and Power BI-driven data analysis, translating technical insights into actionable improvements in patient data tracking and clinical workflow efficiency.
- Mitigated risks and dependencies, reducing project delays by 15% through effective RAID log management and cross-department collaboration.

Business Analyst | MetroWest Ltd**February 2019 – August 2022**

- Conducted requirement gathering and analysis for construction project management systems, focusing on reducing delays, improving compliance, and enhancing cost visibility.
- Facilitated workshops and stakeholder interviews to map current and future process states, documenting workflows using BPMN 2.0.
- Managed project risks by developing detailed mitigation strategies, informed by gap analyses, achieving a 30% reduction in project delays and 98% adherence to project timelines.
- Led the development of UAT plans and test scripts, ensuring that all business requirements were met upon system deployment.
- Ensured smooth user adoption and system proficiency by creating targeted training materials and user guides, providing essential post-implementation support.

EDUCATION

- **M.Sc., Facility Management, University of Lagos,** 2021
- **BSc., Estate Management, Obafemi Awolowo University** 2013

CERTIFICATES AND TRAINING

- Certificate in Business Analysis Course, Amdari Ltd 2025
- Business Analyst, Hills and Tech 2024
- Business Analysis and Project Management Officer (PMO), TRITEK CONSULTING Jan 2023

PROJECTS

- **DIGITAL CUSTOMER ENGAGEMENT PLATFORM ROLLOUT – TESCO (2023–2024):** Lead product strategy to optimize user interactions and track KPIs to inform roadmap adjustments.
- **TELECOM SERVICE OPTIMIZATION – MTN & GLOBACOM (2021):** Applied customer insight research to drive platform improvements, enhancing network performance by 15%.

ADDITIONAL INFORMATION

- **Eligible to Work in the U.K.**
- **Driver’s License Available.**
- **Available to Travel.**
- **Masters – Highest Level of Education.**