

Olumide Sholana

SOFT SKILLS

- Effective Communication
- Customer success champion
- Analytical & Problem Solving
- Facilitation & Presentation
- Organisational planning
- Stakeholder Negotiation
- Research & Market Analysis
- Design Thinking
- Relationship Management

BUSINESS ANALYSIS SKILLS

- Business Process Management & Modelling
- Agile Team Leader
- Requirement Engineering
- SWOT Analysis
- User Acceptance Testing
- API Integration
- Risk Analysis
- Change Request Management
- User Stories
- Backlog Refinement
- Mind mapping
- BRD, FRD, UML
- Root Cause Analysis
- Stakeholder Analysis & Mapping
- Manual Software Testing

METHODOLOGIES

- Agile Product Development
- Waterfall
- Scrum ceremonies

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Certified Business Analyst Professional (CBAP) with 10 years of proven expertise in driving process improvements, streamlining operations, and delivering impactful solutions. Extensive experience in the full SDLC, including feasibility analysis, requirements engineering, design (UML/BPMN), and system implementation. Skilled in Agile delivery, managing projects within fixed costs and timelines. Strong stakeholder management for refined requirements, optimization of workflows, and ensuring clear communication between business and technical teams to achieve successful project outcomes.

WORK EXPERIENCE

Teckfusion, London, UK (Remote)

Business Analysis Mentor

Apr. 2023 – Present

- Developed and implemented a comprehensive business analyst training program, achieving a 20% increase in participant satisfaction.
- Utilized personalised coaching methodologies resulting in a 15% improvement in trainee performance assessments.
- Fostered a collaborative community for business analysts to network and share insights.
- Facilitated a targeted job placement initiative resulting in 80% job placement rate for trained business analysts within six months of completing the program.

MTN Nigeria, Lagos, Nigeria (Hybrid)

Senior Business Analyst

Oct. 2022 – Present

- Led cross-functional team to design API integration process, optimizing data flow by 25% and increasing system uptime by 10%.
- Developed comprehensive business requirements document for major product rollout, ensuring smooth implementation and exceeding business expectations by 85%.
- Designed technical documentation, including BRD, FRD, user manuals and system documentation for mobile app release ensuring seamless user experience and surpassing user adoption targets by 15%.
- Conducted technical analysis of existing systems, processes and technologies to identify gaps and areas for improvement.
- Worked closely with stakeholders, including business users, developers, and project managers, to ensure that technical solutions meet their needs and expectations.

TOOLS

- Lucid Chart
- MS Visio
- API Testing with Postman
- Jira, Confluence
- Figma
- SharePoint
- ServiceNow

CERTIFICATIONS

Certified Business Analysis

Professional (CBAP)

IIBA

ISC2 Cybersecurity (In View)

ISC2

Become a Product Manager

Udemy

Agile Project Management with

Microsoft Project

LinkedIn Learning and Project Management Institute

Project Management

University of Washington

Leadership & Management

University of Washington

Digital Product Management

(Agile Meets Design Thinking)

University of Virginia

SQL for Data Science

University of California, Davis

Jireh Technologies, Lagos, Nigeria (On-site)

Senior Business Analyst

Jan. 2022 – Sep 2022

- Led successfully, the agile transformation and adoption for an IT Service Provider organisation.
- Analyzed competitor market trends and identified key customer pain points, informing strategic product research and development roadmap that led to a 7% market share gain within a year.
- Led cross-functional team to streamline customer onboarding process, reducing completion time by 20% and boosting customer satisfaction by 8% (NPS score).
- Partnered with marketing to revamp loyalty program based on customer segmentation, resulting in a 7% increase in customer lifetime value and a 5% growth in repeat purchases.

MTS Digitals, Lagos, Nigeria (On-site)

Business Analyst

Nov. 2015 – Dec 2021

- Served as a liaison between business team and technology team, in digital transformation program and business process improvement.
- Worked with users, mapped out existing Business Processes end – end and provided system-based solutions that increased efficiency and reduced operational cost by 24%.
- Conducted comprehensive business process analysis to identify inefficiencies, which led to 30% reduction in operational costs.
- Implemented data-driven pricing strategy, resulting in 10% increase in profit margins and 15% improvement in revenue.

EDUCATION

Arden University, Coventry, United Kingdom.

Executive MBA, Business Management

Ladoke Akintola University of Technology, Nigeria.

Bachelor of Technology (Hons.), Statistics