

Olumide Sholana

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Address: Plymouth, United Kingdom

PROFILE SUMMARY:

Certified Business Analyst Professional (CBAP) with 10+ years of experience as a Business Analyst, now transitioning into a Business Architect role to drive organisational excellence through strategic alignment and enterprise-wide architectural design. Expert in translating complex business visions into actionable architectural models, with a proven track record of bridging the gap between high-level business strategy and technical implementation. Possesses a deep understanding of business capability modeling, value stream mapping, and process optimisation, ensuring that every organisational initiative is rooted in a cohesive and scalable framework. Adept at navigating complex stakeholder environments and influencing executive-level decision-making to promote business transformation and sustainable growth.

SOFT SKILLS

- ✓ Leadership
- ✓ Effective Communication
- ✓ Strategic Thinking
- ✓ Attention to detail
- ✓ Innovation
- ✓ Adaptability
- ✓ Reliability
- ✓ Initiative
- ✓ Interpersonal skills

TOOLS

- ✓ Artificial Intelligence Agent and Modelling
- ✓ MS Visio
- ✓ API Testing with Postman
- ✓ Jira, Confluence
- ✓ Figma
- ✓ ERP Systems

BUSINESS ANALYSIS SKILLS:

- ✓ Business Capability Modelling
- ✓ Business Process Management
- ✓ Value Stream Mapping
- ✓ Organisational Mapping
- ✓ Agile Team Leader
- ✓ Requirement Engineering
- ✓ SWOT Analysis
- ✓ Organisational Strategy Analysis
- ✓ Risk Analysis
- ✓ Mind mapping
- ✓ BRD, FRD, UML
- ✓ Root Cause Analysis
- ✓ Stakeholder Analysis & Mapping

METHODOLOGIES:

- ✓ Agile Product Development
 - ✓ Waterfall
 - ✓ Scrum ceremonies
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CERTIFICATIONS:

- ✓ CMI Level 7 Diploma in Strategic Management and Leadership Practice – Chartered Management Institute (**CMI**)
 - ✓ Certified Business Analysis Professional (CBAP) – **International Institute of Business Analysis (IIBA)**
 - ✓ Business Architecture (In-Progress) – **Business Architecture Guild**
 - ✓ 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**
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WORK HISTORY:

Senior Business Analyst,

MTN Nigeria – Lagos, Nigeria. <https://mtn.ng>

October 2022 – Present

Responsibilities and Key Achievements:

- Led cross-functional team to develop MyLagosApp, MyCityApp, Digital Products, API integration process, optimising data flow by 25% and increasing system uptime by 10%.
- Conducted technical analysis of existing systems and processes, identifying gaps and recommending improvements that enhanced system performance and user experience.
- Developed detailed business requirements documents (BRD) and functional requirements documents (FRD) for major product rollouts, ensuring seamless implementation and exceeding business expectations by 85%.
- Collaborated with stakeholders, including business users, Scrum Masters, developers, Solution Architects, and project managers, to ensure technical solutions aligned with business goals, demonstrating strong stakeholder management and communication skills.
- Created technical documentation (user manuals, system documentation) for mobile and web app releases, contributing to a 15% increase in user adoption rates.

Business Analysis Coach,

Teckfusion – London, United Kingdom. (Remote) <https://teckfusion.co.uk>

April 2023 – November 2024

Responsibilities:

- Designed and delivered a comprehensive business analyst training program, focusing on requirements gathering, data modelling, and Agile methodologies, resulting in a 20% increase in participant satisfaction.
- Provided personalised coaching to trainees, leveraging critical thinking and problem-solving techniques, which led to a 15% improvement in performance assessments.

- Built and nurtured a collaborative community of business analysts, fostering knowledge sharing and enhancing communication skills and interpersonal skills.
- Spearheaded a job placement initiative, achieving an 80% placement rate for trainees within six months of program completion.

Senior Business Analyst,

Jireh Technologies Limited – Lagos, Nigeria. <https://jirehtechnq.com>

January 2022 – September 2022

Responsibilities:

- Led successfully, the agile transformation and adoption for an IT Service Provider organisation.
- Analysed 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.

Business Analyst,

MTS Digitals – Lagos, Nigeria. <https://mtsdigitals.com>

November 2015 – December 2021

Responsibilities:

- 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:

Master of Research, Management

University of Exeter – Exeter, United Kingdom

Sep. 2026 – Sep. 2027

MBA, Executive Business Administration

Arden University – Coventry, United Kingdom

Mar. 2026

Bachelor of Technology (Hons.), Statistics.

Ladoke Akintola University of Technology – Oyo, Nigeria

Dec. 2015