

Ame Uwoghiren, Business Analyst

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SUMMARY

- Experienced Business Analyst with over five years of experience executing projects in agile, predictive, and hybrid B2B(SaaS) and B2C organizations across the service, healthcare, and custom software industries.
- Proven ability to identify and analyze trends and develop actionable strategies to drive business growth.
- Experienced in cross-functional team collaboration and highly organized with excellent problem-solving and communication skills. Track record of utilizing agile methodology to streamline the software development life cycle (SDLC), reducing project completion time and increasing overall efficiency by 20%.

EDUCATION & CERTIFICATIONS

Graduate Certificate in IT Business Analysis, Cambrian College, Canada • 4.0	Transcript Credential	2022 - 2023
Certified Business Analysis Professional (CBAP)		In View
Certified ScrumMaster (CSM) – See Credential		May 2022
Master of Science, University of Lagos, Nigeria. • 3.71		2015 - 2016
Bachelor of Science, University of Benin, Nigeria.		2009 - 2013

SKILLS

Languages: JavaScript, HTML5, CSS, SQL

Tools & Technical Skills: Visio, Excel, Word, PowerPoint, Jira, Zephyr, Tableau, Confluence, Figma, BPMN, SDLC, Use Case Modelling, Product Backlog Management, Scrum Methodology, Requirement gathering and analysis, Elicitation, Process Analysis and Improvement, Prototyping, Data flow, Process modelling, Quality Assurance, Project management, Change Management.

Soft Skills: Customer engagement and relations, Technical Writing, Requirements management, Versatility and adaptability, Cross-functional team collaboration, Critical Thinking, Excellent verbal and written communication, and Problem resolution.

WORK EXPERIENCE

Business Analyst (Client Support Services (CSS)), Achievers Solutions Inc. Canada	Nov 2022 - Present
<ul style="list-style-type: none">• Gathering, documenting, and analyzing requirements from program administrators and Customer Success Managers to create reports and campaigns and build program modules, and collaborating with the in-house design team and technical consultants on implementation, resulting in an average 25% increase in customer engagement on projects executed.• Utilized extensive knowledge of business objectives, processes, products, and technology to facilitate effective communication and collaboration between cross-functional teams.• Actively participating in process analysis and improvement initiatives, working collaboratively with the team to enhance operational efficiency. Partnered with enterprise-wide business and technology areas, ensuring seamless technology and process solutions that meet quality and risk standards.• Collaborating with the product engineering team to implement partner-driven product feature requests by writing user stories and acceptance criteria and contributing to product improvement. Effectively communicating new feature releases and updates to the CSS team, fostering increased team adoption and ultimately enhancing the team's ability to meet customer needs.	
Business Systems Analyst, Cloud Practice Canada	Mar 2021- Nov 2022
<ul style="list-style-type: none">• Collaborated with the sales team to provide technical onboarding assistance to an average of four(4) new Juno EMR clients monthly, resulting in 20% shorter client onboarding times.• Integrated Juno EMR, ClinicAid, and MyHealthAccess software by working with internal and external stakeholders to gather and define system requirements for a seamless and on-time implementation process.• Reduced data migration timelines by 30% by creating clear, audience-appropriate documentation and test cases for change requests, ensuring comprehensive testing and quality assurance.• Worked closely with various business areas and IT partners to gather, document, and manage business requirements, ensuring alignment with the company's development methodology.• Composed and modified over 70 SQL query templates with conditional logic, modulated to provide users accurate clinical reports on demand within Juno EMR, resulting in reduced manual labour by 90%.• Developed comprehensive feature sheets for newly implemented features, highlighting key functionalities and benefits with the goal of facilitating understanding and increasing customer adoption.	

Technical Analyst (Residential Internet), Rogers Communications Canada**Sept 2019 - Feb 2021**

- Successfully troubleshooted and diagnosed customers' technical queries to resolve about 95% of internet connectivity-related technical issues.
- Supported end-users through corrective steps to resolve issues timely while ensuring customer satisfaction, proven by an average monthly score of 90% for customer satisfaction surveys (15% over the company's benchmark).
- Provided email support to customers with queries regarding configuring email accounts/troubleshooting errors on mobile and PC email clients.

Operations Analyst, Nigeria Security and Civil Defence Corps (NSCDC)**Feb 2016 - Jun 2019**

- Led the digitization of administrative processes and personnel record management for the Medical Unit, supervising a team of four (4) staff members.
- Reduced health data retrieval time by 75% by developing and implementing an electronic health records management system in conjunction with an optimized paper filing system.
- Enhanced overall office inventory management efficiency by 40% by designing and implementing an automated Microsoft Excel Workbook for streamlined data entry, real-time stock replenishment tracking, and office supplies procurement.
- Assumed full responsibility for managing vendor relationships and executing price negotiations on behalf of the unit, achieving cost savings and ensuring optimal procurement outcomes.

Business Operations Analyst, ClientKnowledge Limited (Engineering and Procurement)**Feb 2013 - Jan 2015**

- Facilitated over 60 critical project requirements gathering meetings with prospective and existing clients, ensuring alignment with organizational goals by developing project scope, timeline, deliverables, and recommendations.
- Identified and tracked key performance indicators impacting the company and client operations, providing valuable insights for strategic decision-making.
- Reduced the engineering team's monthly expenses by 10% by pinpointing operational inefficiencies, recommending targeted process improvements, and meticulously reconciling expense reports.

VOLUNTEERING EXPERIENCE

IT Business Analyst, McCallum and Pinard Solutions Inc. Canada**Apr 2023 - June 2023**

- Performed in-depth analysis of the organization's business processes and documentation practices, resulting in identifying and eliminating inefficiencies and developing documentation standards, thus increasing productivity by up to 20%.
- Jira Optimization Project: Conducted comprehensive analysis of Jira utilization for software projects to identify inefficiencies in workflows and collaborated with cross-functional teams to develop new issue screens, workflows, automation rules, and project creation templates that have so far led to a 45% reduction in time spent on administrative related project management tasks.
- Streamlined and optimized the organization's test management process using the Zephyr Scale Jira test management add-on, leading to 100% visibility into the test process.

Lead Product Owner & Strategist, Tech Fleet Community DAO (Apprenticeship)**May 2022 - Sept 2022**

- Led a product strategy team comprising four (4) apprentices through the first phase of the "Feedback" project that involved generating over thirty (30) user stories in three (3) months.
- Collaborated with cross-functional teams and stakeholders to elicit requirements and develop the product vision, product roadmap, customer journey mapping, and other deliverables for the project.
- Prioritized and performed backlog management on the product backlog with 30+ features to meet the product vision.
- Facilitated scrum events (stand-ups, retros, demos, and backlog refinement) and coached the team on scrum best practices.