

# Irene Jasmine

IT BUSINESS ANALYST



## SUMMARY

I am a motivated professional with strong analytical and people management skills. I have experience in working with key business communities to comprehend the overall business vision for each product. I am skilled in identifying and documenting quality user business requirements for new product implementations and major enhancements. Looking for a role where I can contribute to an inspired team of people, solve problems and improve the end users experience of using a product.

## EXPERIENCE

### IT Business Analyst Project Coordinator China Minsheng Bank May 2018 - Mar 2020

*Project description: I worked on various projects including new products to forex market industry, enhancements to existing products.*

- Coordinate business stakeholders and project delivery.
- Prioritizing product requirements for projects.
- Analyse and gather users requirements using use cases, mock up and elicitation meetings.
- Create and maintain business requirements specification documents.
- Communicating requirements with business and technical teams to ensure product features objectives are met.
- Conduct DHW queries with SQL databases to support business users.
- Lead sprint planning and daily scrum meetings.

### IT Business Analyst Brookfield Asset Management Nov 2017 - May 2018

*Project description: I worked on a big data project which was centered around modeling of system and human behavior. My area of work was to provide a documentation management platform.*

- Produce and maintain high quality functional specification document requirement for multi featured document management system.
- Working with Product Owner and senior management to understand and communicate the product vision.
- Prepare and provide input into business cases and use cases.
- Work with QA to perform test cases for acceptance criteria.
- Facilitate design sessions across design and business to identify the acceptable solution.
- Participate and lead sprint planning and daily scrum meetings.

### IT Business Analyst Glaxo Smith Kline Jan 2016 - Jan 2018

*Project description: I worked on a transformation project which provided a payment platform to enable Taxpayers to pay their taxes. The project delivered successfully providing a solution of Oracle Public Sector Revenue Management System.*

## CONTACT

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## SKILLS

- Analytical Skills
- Problem Solving
- Project Management
- Requirement Gathering
- Agile Framework
- Data Modeling
- User Stories
- Business Case
- Use Cases
- Test Cases
- Gherkin Language
- UML diagram
- InVision
- Draw.io
- MS Office /Excel (VBA)
- MS Project
- Tableau
- Cucumber
- SQL
- MySQL

## LANGUAGES

English

German

Spanish

Arabic

## COURSES

- Perform customer requirements analysis to map those requirements to the product functions.
- Lead meetings with customer for requirements management.
- Compile the needed deliverables for the customer and the development team.
- Communicate and work with development team to resolve defects.
- Perform testing scenarios to verify feature implementation.
- Conduct and participate in training and UAT sessions.

### **IT Business Analyst**

**Dell Technologies** *Aug 2013 - Jan 2016*

- Perform requirements analysis including request for proposals evaluation to comprehend client requirements.
- Manage risk management tool and capture assumptions, issues, risks and risk costs during the projects phases.
- Lead a team to ensure actions and risk management tool tasks completed on time.
- Gather and analyse data from clients' existing operations including costs of processes and FTEs.
- Calculate full end to end costing for solutions and create cost models.
- Analysing business process and perform process mapping using Microsoft Visio.
- Create a tool to standardise the approach to and size the our projects and facilitate a client dialogue.

### **Business Analyst**

**Deutsche Telekom** *Aug 2012 - Jan 2013*

- Creating reports based on Key Performance Indicators (KPI).
- Improve content management of existing reporting, process and solutions.
- Responsible for checking monthly capital expenditures and ensure they are updated on time and communicated to the relevant departments to take necessary actions.
- Project: Setup and support SharePoint collaboration platform for Finance Brand X-Divisional Team.
- Created training material and trained my colleagues to make an efficient use of the platform.

## **ACHIEVEMENTS**

### **Redesign existing reporting tool**

During my work in Dell, I redesigned a new Pipeline and Engagement Tool to improve an existing reporting tool which was used to access sales opportunities.

- I created a dashboard to give a graphical representation of the tool.
- Assigned a VBA code to automatic update resources in a weekly report.

I was recognised by the senior business management for innovation as the usability of the tool was improved, saved a significant manual work and reduce time of updating the report.

### **Business System Analysis, University of Cape Town**

*May 2020 - Jul 2020*

### **Excel to MySQL: Analytics Techniques for Business, Coursera**

*Apr 2020 - May 2020*

### **Professional Scrum Master, Scrum Alliance**

*Mar 2018 - May 2018*

### **Data Visualization and Communication with Tableau, Coursera**

*Mar 2018 - May 2018*

## **EDUCATION**

### **MSc in Finance**

**University of Southern California**

*Sep 2011 - Apr 2013*

Research Project: Risk management and Monte Carlo simulation. I presented the best practice among hedging techniques on the insurance product which allows insurers to hedge the risk optimally for their unit linked products.

### **BSc in International and European Economic Studies**

**The University of Texas at Dallas**

*Sep 2002 - Oct 2007*

Specialised in International Economics and Finance.