CHIZOMA UGOJI, PMP, CSM

Sacramento, CA 95835, (617) 952-8993, chizomaugoji@gmail.com

PROFESSIONAL SUMMARY

Dedicated and versatile IT Business Analyst with a proven track record of driving business transformation through innovative technology solutions. With over 8 years of experience in analyzing business processes, identifying opportunities for improvement, and translating user requirements into actionable technical specifications, I am adept at bridging the gap between business stakeholders and technical teams. Skilled in conducting thorough requirements gathering, stakeholder interviews, and process mapping to deliver tailored solutions that align with organizational objectives. Possessing a strong analytical mindset and exceptional communication skills, I excel in fostering collaboration across departments to achieve strategic goals and enhance operational efficiency. Passionate about leveraging technology to solve complex business challenges and drive sustainable growth.

SKILLS

AGILE Methodology |Waterfall Methodology |Software Development Lifecyle (SDLC) | JIRA | SaaS | Confluence| Microsoft suite (Word, Excel, SharePoint) | Business Process Management (BPM) |Unified Modeling Language (UML) |Business Process Model and Notation (BPMN) |ServiceNOW |WebEx| Zoom| Planner |Skype| Smartsheet | Slack | Lync proficient |PowerBI| Screenpresso | Salesforce |SQL | Azure DevOps | MS Project | API

CERTIFICATIONS

Certified Scrum Master (CSM) | Project Management Professional (PMP)

EXPERIENCE

Senior Business Analyst

TekBank | United States   *December 2019 - current*

- Communicate and interact with business and technology stakeholders of varying levels to ensure clarity of business requirements
- Utilize advanced SQL skills to query, analyze, and manipulate large datasets, ensuring data integrity and accuracy.

- Implement data-driven decision-making processes by developing customized dashboards in Jira and providing insights to Scrum teams and leadership for informed sprint and project management decisions.

- Facilitate Joint Application Development (JAD) sessions with project stakeholders to discuss requirements, resolve any issues and come to an agreement

- Implement data-driven decision-making processes by developing customized dashboards in Jira and providing insights to Scrum teams and leadership for informed sprint and project management decisions.

- Support leadership team with reporting, analysis, and business presentations to inform divisional strategies.

- Conduct interviews with key business users to collect information on business processes and user requirements.

- Act as a liaison between Business Owners, Tech Leads, and the UX/UI Team to negotiate and define the Minimum Viable Product (MVP), aligning with customer needs and increasing product development efficiency 15%.

- Use prototypes to elicit and validate the stakeholders' requirements through a repetitive process that creates a model or design of those requirements

- Leading all phases of the project lifecycle, including initiation, planning, execution, monitoring, and control of the testing attestation project.

- Formulate comprehensive statements of work for project engagements and meticulously tracked performance metrics to ensure alignment with contractual obligations.

- Manage project budgets, tracking expenses and resource allocations to optimize cost-effectiveness.

- Performing project management activities such as providing monthly status reports, leading standing meetings, managing the project schedule, and overseeing team activities in P&C (Property & Casualty) legacy system replacement

- Identify optimal resources and assemble project teams, overseeing personnel throughout the project lifecycle.

- Identifying and tracking all action items across various workstreams. Identifying risks and issues across all workstreams and contributing to the development of contingency and mitigation plans.

- Foster a collaborative team environment, providing leadership and guidance to ensure team cohesion and productivity.

Business Analyst

4Square IT Consulting | United States   *October 2017 – November 2019*

- Lead project teams in the successful execution of complex IT projects, including software development, infrastructure upgrades, and system integrations.

- Develop comprehensive project plans, defining scope, objectives, timelines, and resource requirements.

- Developing and maintaining project artifacts, schedules, and work plans.

- Tracking issues, risks, action items, and decisions, and collaborating with management to resolve issues and mitigate risks.

- Providing status reports to stakeholders.

- Developing and documenting policies, procedures, and tools for the maintenance of developed Business Processes.

- Establishing a business process library on SharePoint and Microsoft Teams.

- Leading sessions with subject matter experts (SMEs) to review current process and procedure (P&P) workflows

- Implement Agile methodologies, including SCRUM, to drive iterative development and enhance project transparency and adaptability.

- Spearhead a project team to successfully execute and migrate client's application to the cloud.

- Collaborate closely with stakeholders to identify project requirements and manage expectations throughout the project lifecycle.

- Conduct risk assessments and develop mitigation strategies to minimize project disruptions and ensure on-time delivery.

Business Analyst / Project Management Support

Licenselogix   *November 2015 -*

October 2017

- Researched, interpreted, modified, and developed requirements and specifications for solutions that meet business objectives
- Project Management support of business services projects for enterprise entities, including nationally and internationally known companies via Hybrid, Agile and Waterfall project methodologies.
- Elicit and analyze business requirements and processes through document analysis, workflow analysis interviews, workshops, use cases, survey, and brainstorming
- Collaborated with stakeholders to define project objectives and criteria and Performed gap analysis to identify areas of improvement.
- Supported technology and business services project teams, managed project schedule, budget, timelines, resources, risk, stakeholder engagement, and produced deliverables.
- Conducted interviews and facilitated requirements sessions with clients and IT team to define requirements, evaluate feasibility and explore potential solutions to business needs
- Worked and communicated effectively with the AGILE Scrum team through Daily Stand-Ups, Sprint Planning, Sprint Review, Sprint Retrospective, and backlog grooming /refinement
- Facilitated the discovery of functional and non-functional requirements and document in the form of epics, stories, wireframes, business rules, and acceptance criteria
- Conducted impact analysis of system changes, business processes and existing technology
- Created training guides and documentation that include steps and instructions on how to use the system Used GAP Analysis to evaluate the AS-IS and TO-BE state of the IPS system to identify gaps and determine solutions for the system
- Assisted the Quality Assurance Analysts and testers in developing test plans, executing test cases, and performing User Acceptance Testing (UAT)
- Utilized Microsoft Visio to create flow charts and process diagrams to ensure visual clarity and proper understanding of business processes

EDUCATION

Bachelor of Laws and Juris Doctor

Imo University