Bhavesh Dharmani

RM16 2AS

Tel: 07713113143

Email: bhaveshdharmani@gmail.com

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Highly accomplished Business analyst utilising my capabilities within Agile, Prince2 and MoSCoW to optimise the delivery of projects. I am an expert at requirements gathering, executing workshops to engage stakeholder and users, analysing ‘as is’ processes and defining ‘to be’ as a result of detailed user stories.

**Key Skills**

* Project Management
* Requirements Gathering
* Process Maps
* GAP analysis
* Wireframes
* Workshops/Mock Ups
* Stakeholder Management
* Proven business and strategic planner
* SDLC (Software Development Life Cycle)
* UAT/Functional Testing
* Agile Scrum and Prince2
* Strong budgeting & planning skills
* AzureDevOps
* JIRA
* Trello
* Visio

**Achievements**

* Jumpstarted customer service delivery by 40%, with new customer support application. Which Improved customer service delivery that saved time and money down the line.
* Saved £1 million in costs by choosing a new provider of data system, which helped business saving obviously has direct impact on the bottom line. From the employer's perspective, that's always valuable.

**Professional experience**

**Business Analyst**

**Almond Media Ltd**

**March 2019 – Present**

Currently tasked with defining business objectives and requirements and translating them into functional specifications in the delivery of a website project within a hybrid environment of Prince2 and SCRUM

* Ensured all aspects of analysis at each phase are managed, traceable and testable
* Documenting requirements in the form of Agile User Stories and Acceptance Criteria
* Compiled data and feedback to build a compelling business case for the product.
* Working with User Experience and Information Architects in the production of wireframes and prototypes
* Validating that the functional and non-functional requirements are appropriately implemented within the solution
* Assisting with the estimation of timescales, resources and planning to successfully deliver a project
* Analysing and validating business requirements and marry with the developer’s proposals to meet the requirements, using data driven analysis or assisting/leading user workshops.
* Define and document functional requirements either by use of user stories or functional requirements
* Documentation of Acceptance Criteria and working closely with technology development teams to ensure solutions meet the requirements
* Coordination of and hands-on assistance with User Acceptance Testing
* Provide input to product backlog maintenance and refinement sessions.
* Detailed gap analysis and design tasks, across multiple applications and technologies to propose solutions and assess the impact of change on systems, interfaces, processes and people

**Debt Solutions Analyst**

**Arvato Financial solution**

**June 2015 – Feb 2019**

**Worked with a dedicated team and played a key role in the delivery of a large multi year change program.to functionality and processes.**

* Built and developed models to forecast and track revenue generation, cash collections and bad debt risk
* Ensured stakeholder engagement, management and relationship development
* Developed a solid level of understanding of activity in the debt arena, with the ability to provide a narrative around the data and provide briefings and advice on any related matters
* Gathering and presenting data and suggesting necessary reactions to forecasts.
* Prepared and administered appropriate documentation for stakeholders embarking on a Debt
* Reviewed financial budgetary data and streamlining areas to maximise potential profit.
* Investigating customer’s financial circumstances to determine their financial history.

**John Lewis**

**Business Support Analyst**

**March 2013-April 2015**

**In this role I provided application and business support internally to John Lewis across multiple sites.**

* Worked closely with Change Delivery, IT and other LASFS teams to review and support resource requirements for all projects and system change initiatives
* Responsible for the analysis of existing business practice and providing budgetary and technical solutions for growth and improvement.
* Requirements gathering and analysing business requirements and transforming them into technical solutions.
* Accurately assessing problems and quickly generating solutions.
* Creating and working to business growth plans
* Gathered business requirements for all changes and liaise with 3rd party suppliers
* Tracked and reported functional metrics for cost analysis, performance and profitability improvement

**East London Phytomedicin**

**Research Analyst**

**March 2010-May 2013**

**In this role I worked closely with cross functional teams to define research objectives, select the best supplier to deliver the work and then collaborate with the chosen supplier to design, execute and report on the research findings.**

* Liaising with consulting staff to clarify research briefing and to agree deliverable expectations
* Working with the wider team and other business functions to validate findings and ensure quality
* Implementing change strategy, allowed me to developed innovative solutions to prevent immediate or long-term problematic situations.
* Implementation of new working practices within existing business framework
* Liaising with development team and providing relevant data and guidance for business improvements
* Managing conflicting needs of co-workers and able to priorities workload helped me to developed Strategic sourcing, which includes formulation and safety/compatibility testing of products, which is required to commercialese a new product.

**Education**

**Sept 2008 – Feb 2010** MSc Biotechnology and Management

*[University of East London]*

**Sept 2003 – June 2007** Bachelors in Biotechnology

*[Rajasthan University]*

**June 2001- April 2003** *A Levels* equivalent

(Biology, Chemistry, English, Mathematics, Physics)

**June 1999- March 2001** *GCSEs* equivalent

(Including English, Mathematics and Science)