

Principal Business Analyst

“Proactive and analytical professional with a demonstrated track record of achievement in conceiving & influencing ideas that focuses on improving productivity & economising costs.”

CAREER SUMMARY

- Highly accomplished and dedicated Business Analyst with over 12+ years of verifiable track record analysing complex IT projects and exceeding expectations.
- Skilled in BABOK (CBAP) / PMBOK (PMP) / Agile PM / Agile BA practices. Managed projects by primarily:
 - Clarifying business requirements,
 - Performing gap analysis between goals and existing procedures/skill sets, and
 - Designing process and system improvements resulting in increasing productivity and economising costs.
 - Responsible for integration and solution design (including conceptual design architecture) for customer and supplier B2B utilization of Cargo application (HERMES) using cloud computing infrastructure.
- Expert in managing change and influencing stakeholders for projects relating to (with high profile clients):
 - ERP Business Transformation (SAP, MIMS, OODO, Great Plains, Oracle EBS, Pronto) – ***Etihad Airways, Woodside***
 - Infrastructure Uplift and Data Migration – ***Etihad Airways***
 - Mobile Application & Cloud Computing (*including Software as a Service*) – ***Etihad Airways, Qantas***
 - Business Process Improvement & Business Re-engineering – ***Wesfarmers, Chevron, Dept. of Planning (Western Australia), SKS Wood, Western Power***
 - Master Data Management – ***BHP Billiton, OkTedi Mining.***
 - Business Continuity & Service Continuity – ***PTTEP Australasia***
 - Cyber Security Transformation & Entry into Service 787 (Dreamliner) – ***Qantas Airways***
 - Establishing Data Governance within Operational & Project Environment – ***Water Corporation***
 - Coal, Copper & Iron Ore – Major Studies (*Opportunity Assessments/ Demand Management*) – ***BHP Billiton***
 - Data Analytics Project (Real Time Monitoring of Diesel & Silica) – ***BHP Billiton***
 - Application Embedment
 - HR Business Functional improvements using applications – Salesforce as HRIS, ***Perth Airport***
 - Customer Service improvement - Salesforce as CRM, ***Perth Airport***
 - Asset Management improvement – Obzervr, Pronto, ***Mineral Resources***
 - Communications improvement – SnapComms, ***Mineral Resources***
 - Procurement and Receipting Process improvement – CUPA & PowerApps, ***Mineral Resources***
- Experienced in managing and integrating projects (systems like SAP PI, ORACLE EBS, MIMS and MAXIMO 7.0.)
- Successful at motivating staff through clear communication and outstanding organizational skills

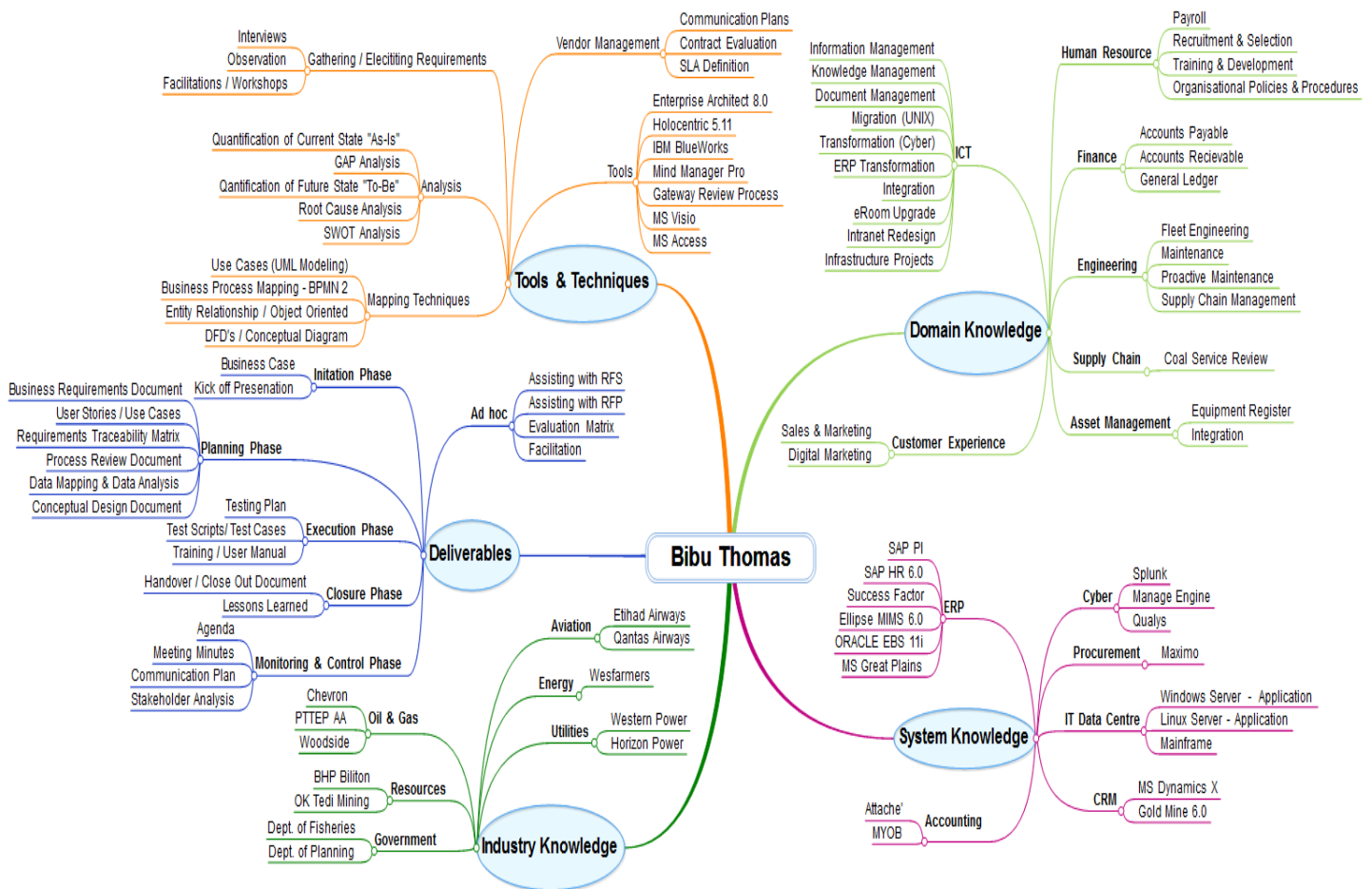


CERTIFICATIONS

- **Facilitator** Foundation, APMG 2017
- **AgilePM** Foundation, APMG 2017
- **ITIL v3** Foundation, APMG 2015
- **PRINCE 2** Foundation & Practitioner, APMG 2013
- **COBIT** Foundation, ISACA 2013
- **Business Analysis Certification**, BCS 2014
- Certified **Gateway Reviewer**, UK 2010
- **Enterprise Architect** - SPARX System, USA 2012
- **Holocentric Process Modeler**, Australia 2009

BA - Tools / Techniques

Success factors that groomed me to operate as an effective BA:-



BA Community Contributions

Elected Vice President of the Professional Development (PD) Stream in UAE IIBA Chapter. Under my initiative, I had set up PD plan for year 2016 comprising of:

- Mentoring Program
- IIBA Certification
- Train the Trainer Initiative

June '20 – Current
 Mineral Resources (Perth, Australia)
 Business Analyst (Contract)



Project

Obzervr (Reliability Maintenance)
 SnapComms (Communications)
 2 Stage Receipting (Procurement & Logistics)
 Digital Timesheet (>5000 employees)

- Understand the Target state and work with the relevant stakeholders to manage the change.
- Aligning the business processes with the new application (system processes) to ensure the workflow and information flow is acceptable by the business.
- Working with the vendors on prioritizing requirements
- Conducted impact analyses, assess change readiness and identify key stakeholders.
- Supported training efforts and formulated training plans and schedule working with vendors and key business stakeholders
- Provided input, document requirements including use cases (in some cases) and user stories in others to ensure the requirements are well articulated and communicated to the vendors for enhancement and development.
- Drafted test cases, including scenarios-based testing (with relevant roles) and managed defects and updates to the team working with the vendors on the resolution and work arounds.

March '20 – May'20
 BHP Billiton (Perth, Australia)
 OCM Specialist/Business Analyst (Contract)



Project

Global Realtime Monitoring of Diesel & Silica (GRTMDAS)

- Prepare and publish Yammer Posts, Newsletters, monthly comms..
- Apply a change management process and tools to create both a go-live business approach and a strategy to support adoption of the changes required by a project or initiative
- Developed and drafted Change Effective Metrics (using ADKAR methods)
- Conducted impact analyses, assess change readiness and identify key stakeholders.
- Supported training efforts and formulated training plans and schedule
- Provided input, document requirements and support the design and delivery of training programs.

May '19 – March '20
 Perth Airport (Perth, Australia)
 Business Analyst (Contractor)



Project

- Human Resource Information Systems (HRIS)
- Customer Service Feedback System
- Identity Access Management (IAM)
- Nose in guidance system (NIGS) upgrade

- Working on various phases of the project lifecycle for four projects
 - Planning – Requirements Gathering
 - Design – High level Design & Test Cases
 - Execution – Procedural & Transition document
- Technology used: SAGE (Salesforce); ServiceNow, NIGS & SAMS (for airline guidance system).
- Works with stakeholders to validate test cases and test scenarios
 Manages multiple priorities simultaneously, working toward successful and on-time completion
- Maintains status of all open projects and works closely with the project team to define timeline and manage Stakeholder expectations
- Assists with project work related to client interfaces, data acquisition and other interface points with the stakeholders
- Plays a key role in onboarding new team members by providing training on key processes/tools
- Creates and maintains all user guides and training material, in conjunction with other Business Analysts, across the Analytics COE

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| <p>BAU</p> | <p>As a principal business analyst, my core accountabilities have been:</p> | <ul style="list-style-type: none"> ▪ Ensures Business and Technology stakeholders are informed about and engaged with Technology Integrated Planning. ▪ Supports and enables the Technology Business Partner community with planning and initiative development activities. ▪ Understands priorities and business impacts and works with Technology and Business partners to translate these into requirements for Technology solutions. ▪ Manages and delivers capital planning requirements in alignment with Technology Integrated Planning cycles. ▪ Uses business and technology stakeholder expertise to assist in translation of business requirements to develop Initiative assessments that improve safety, production and costs. |
| <p>Project</p> | <p>FMS Upgrade MAC LTE</p> <ul style="list-style-type: none"> ▪ Minerals Australia <ul style="list-style-type: none"> ○ Coal ○ Copper ○ Iron Ore | <ul style="list-style-type: none"> ▪ Being part of the Studies team, managed study with providing below activities with utmost quality and within the stipulated timeframe <ul style="list-style-type: none"> ○ Collection of data to quantify business value drivers and hence drafting the business case ○ Assisting with identifying the opportunity within functional units at BMA Coal and WAIO initiatives and thus facilitating workshops to provide scope and alternative options so as to assist with adequate decision making. ▪ Preparation and distribution of deliverables based on both MnAu Investment Process and Small Project Management Framework to assist the team to pass each stage/phase of the project lifecycle. ▪ Serve as an intermediary between Finance, Investment Evaluation, Project Team, Engineering etc. to achieve desired results. |

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| <p>BAU</p> | <ul style="list-style-type: none"> ▪ Data Governance ▪ Data Management ▪ Data Quality Management | <ul style="list-style-type: none"> ▪ Have been involved with formulating the data governance strategy for Water Corporation including: <ul style="list-style-type: none"> ○ Assisting in the development and maintenance of data governance principles, policies and procedures for the standardisation and improvement of data management. ▪ Responsible for undertaking periodic data quality reviews and audits to identify issues including accuracy, completeness, timeliness, reliability and accessibility of the Corporation's data. ▪ Preparation and distribution of data quality education materials to facilitate education of both data producers and data consumers on the importance of data integrity. ▪ Act as an internal consultant and provide advisory information services to corporate stakeholders on information management and data quality requirements, best practice for data collection and application / process improvements to improve data integrity. |
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Feb'16 – Feb '17

Qantas Airline (Sydney, Australia)

IT Business Analyst (Contracting)



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| Project | Cyber Security Transformation Program | <ul style="list-style-type: none">Assisting the Project and Program Manager on compiling the scope & initial design/ planning phase – <i>Service Now integration & Metrics</i>Identification of the Most valuable information based on (CAI – Criticality, Availability & Integrity rating)Qualys Scan (vulnerability assessment on Top 20 applications)Defining standard Incident Management Process (Group level)Capturing ASOC Requirements (Advance Sec Ops Centre)Assisting with Access Identity Management Stream & analysis of privileged users for the Top 20 application in scopeDocumenting the Governance and Operating model for the proposed restructuring of the Qantas Airline organization (introducing CISO & other relevant designations within the organisation)Participating with change managers to spread the Cyber awareness including altering the training and awareness program to the businesses across Qantas |
| <i>Methodology</i> | AGILE | |
| <i>Phase</i> | Initiation -> Design | |
| <i>Domain</i> | Information Security | |
| Project | Entry into Service 787 Dreamliner | <ul style="list-style-type: none">Identified all the systems (102) that had an impact (H/M/L) with new fleet of Dreamliner aircraftsProvide RFA (Request for Approval) with studied cost and schedulesRequirements for each of the impacted applicationManaging vendors to incorporate all the assessed changesFacilitated workshop for introducing and gathering requirements for e-enabled components & value vs. effort analysis.Worked on utilizing s3 database cloud solution for data management lifecycle of “Big Data” (AWS platform) |
| <i>Methodology</i> | Waterfall (PMBOK) | |
| <i>Phase</i> | Initiation -> Design | |
| <i>Domain</i> | ICT | |

Feb'14 – Jan '16

Etihad Airways (Abu Dhabi, United Arab Emirates)

Senior IT Business Analyst (Permanent)



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| Project | Etihad Mobile Application | <ul style="list-style-type: none">Researched and presented the EY competitive landscapeProvided the Product Roadmap or Product backlog “wishlist” spreadsheet in prioritised order (Etihad)Brand and Marketing collateral including style guidelines, strategies, campaigns, and references (Etihad)Detailed review of feature(s) which have been identified for first release and subsequent releaseBreak down of features into user stories, with accompanying flows which UX team will use to create initial designs |
| <i>Methodology</i> | AGILE | |
| <i>Phase</i> | Initiation -> Design | |
| <i>Domain</i> | Innovation | |
| Project | Etihad Airways Subsidiaries Transition Program | <ul style="list-style-type: none">Maintain continuity of service to business applications, processes and operations. Reduce reliance on ADAC in providing IT services to EAS, thus reducing costs incurred by EAS for these services.Define business and user requirements for proposed solution. Highlight areas of conflict, coordinate and manage business change.Analyze and document business process models (as is and to be) using UML modelling techniques and tools.Design and implemented <i>OKTA solution for single sign on</i> (Cloud solution) and documented architecture and integration points to service now and active directory.Architected the Sales order processing and prepared Business functional document along with the Business process flow diagram. |
| <i>Methodology</i> | PMBOK | |
| <i>Phase</i> | Initiation -> Design | |
| <i>Domain</i> | Infrastructure | |

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| Project | ERP Business Transformation | <ul style="list-style-type: none"> ▪ Identification of key stakeholders ▪ Diagnostic analysis to identify gaps to good practice ▪ Development of business case and roadmap ▪ Software vendor RFP/selection ▪ Assisted with understanding the software requirements for SAP – <i>Success factor cloud solution</i> integration and migration to cloud using Software as a Service (SaaS) - subscription based solution. |
| <i>Methodology</i> | Prince 2 | |
| <i>Phase</i> | Initiation -> Design | |
| <i>Domain</i> | ICT & Corporate | |

Oct'12 – Oct'13
PTTEP Australasia Pty Ltd. (Perth, Australia)
ICT Business Analyst (Contracting)




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| Project | Business Continuity & ICT Service Continuity Project | <ul style="list-style-type: none"> ▪ Review deliverables from development team work with the test team to make sure that the final delivered solution was what was originally requested ▪ Ensure that the business remains fully engaged throughout the project life-cycle ▪ Worked as per the business analysis approach and drafted the Scope statement for Business Continuity Planning (effort) ▪ Documented business impact analysis (BIA) Document ▪ Evaluated the risk assessment (RA) and documented the findings ▪ Prepared the communications & coordination plan ▪ Prepared the Emergency Response Plan |
| <i>Methodology</i> | Waterfall (PMBOK) | |
| <i>Phase</i> | Initiation -> Design | |
| <i>Domain</i> | ICT & Safety/Security | |

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| Project | Workflow for Invoices with Maximo | <ul style="list-style-type: none"> ▪ Review the current NOI processing and document the findings ▪ Requirement gathering from relevant stakeholder to ensure the As-Is of NOI processing is captured ▪ Configure Maximo (enabling the functional capability) to replace the erroneous and time-consuming paper based NOI processing to the identified To- Be NOI workflow processing (automate). |
| <i>Methodology</i> | Process Improvement | |
| <i>Phase</i> | Design | |
| <i>Domain</i> | Asset Management / Finance | |

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| Project | SAP to Attaché Integration | <ul style="list-style-type: none"> ▪ Contribute to the overall technology strategy to ensure that customer interests are fully represented ▪ Complete research activities and advise product management and business users on new innovations technologies within the industry ▪ Managed vendor engagement and testing activities ▪ Own the scoping requirements gathering for the integration project ▪ Support the project manager in the prioritization of requirements requests, and that business users are kept informed on progress |
| <i>Methodology</i> | RAD | |
| <i>Phase</i> | Design -> Closure | |
| <i>Domain</i> | Finance / Payroll | |

OCT'11 – OCT'12 with
Velrada Pty Ltd. (Perth, Australia)
Business Analyst (Permanent)






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| Project | Browse LNG Integration Study (Perth) | <ul style="list-style-type: none"> ▪ To facilitate creation of initial and full business case assessments for programme and projects in assigned business area ensuring that investment plan is sound and justified. Track benefits accrual and provide feedback to Business Sponsors on achievement of expected benefits ▪ Discover and analyse requirements for fitness for purpose as well as adherence to business objectives and consistency, challenging positively as appropriate. ▪ Established expected pain points relevant to future state design and validated with key project stakeholders. |
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| <i>Methodology</i> | N/A | |
| <i>Phase</i> | Discovery | |
| <i>Domain</i> | Information Systems | |

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| Project | MinEx One Earth (Singapore)  | <ul style="list-style-type: none"> Provide Functional specification Shallow schema analysis to identify the Master Data within acQire and key business / data owners Shallow schema analysis to identify the Master Data within ArcGIS and key business / data owners Shallow schema analysis to identify the Master Data within GDD and key business/data owners Produce an "Acceptance Test Plan" defining the objectives and scope of the Acceptance Testing effort and identify the methodology that will provide repeatable Acceptance Testing. |
| <i>Methodology</i> | AGILE | |
| <i>Phase</i> | Initiation -> Design | |
| <i>Domain</i> | IT | |
| Project | Structural Plan Approval Process (Perth)  Department of Planning Western Australian Planning Commission | <ul style="list-style-type: none"> Analyze business requirements for developing or enhancing IT systems Facilitate understanding of both the business Information Technology for making sure business decisions meet the business requirements Facilitate business decision meetings to keep projects moving forward Serve as a liaison between the business, Information Technology vendors/customers Apply appropriate system development methodology to lead project teams toward definition implementation of new process/solution |
| <i>Methodology</i> | Process Improvement | |
| <i>Phase</i> | Design | |
| <i>Domain</i> | Structural Planning | |

May'10 – OCT'11 with
Wood Group PSN Ltd. (Perth, Australia)
Business Analyst (Permanent)





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| Project | Intranet Redesign (Perth)  | <ul style="list-style-type: none"> Served as a main point of contact for all matters related to assigned intranet website redesign projects- <i>SharePoint solution</i> Lead departmental web design projects to improve sections of the intranet or deliver new tools through the intranet Helped execute i-way Intranet Delivery framework that includes visioning, strategy, requirements gathering, content planning, information architecture design, training, governance, change management, communication and sustainment activities Provided introductions and training to users of all different levels (including average users, content owners, news authors, group owners) |
| <i>Methodology</i> | CEDEP (Chevron Framework) | |
| <i>Phase</i> | Design | |
| <i>Domain</i> | KM & IM | |
| Project | eRoom Upgrade (Perth)  | <ul style="list-style-type: none"> Reviewed existing infrastructure, software, data and configuration and align with requirement for live system Identified functional acceptance criteria; Developed metrics for analysis and use in functional and end user based test plans including: <ul style="list-style-type: none"> Agreed method of benchmarking existing system performance for analysis against upgraded single server application performance. Reviewed document compliance with Chevron information risk management requirements. Update implementation document and submit to Chevron the completed, tested, implementation plan including disaster recovery strategy and mitigation plans. |
| <i>Methodology</i> | RAD | |
| <i>Phase</i> | Implementation -> Closure | |
| <i>Domain</i> | ICT | |


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| Project | Smart Card Solution (Brunei) | <ul style="list-style-type: none"> Identified any critical gaps in the business knowledge and availability of contributing requirements Provided a confirmation of the common understood requirements, prior to the commissioning of any deliverables. Obtained a clear understanding of the organisation's strategic and commercial directions in relation to any solutions Provided a value proposition based on a proposed solution, but addressing business justifications, risks, architecture, etc. Addressed HSE obligations for utilisation reporting (met regulatory requirements) |
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| <i>Methodology</i> | Waterfall (PMBOK) | |
| <i>Phase</i> | Initiation -> Closure | |
| <i>Domain</i> | HR | |

MAY'07 – Mar'09
 Logica CMG Ltd. (Perth, Australia)
 Business Analyst (Permanent)



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| Project | Establishing a Single District in Ellipse (MIMS) (Perth) | <ul style="list-style-type: none"> Contributed to selection of the most appropriate means of representing business requirements in the context of a specific change initiative, ensuring traceability back to source Supported in preparation of test cases, test scripts and conduct testing as well as development and delivery of training to users. Accountable for quality, accuracy and efficiency of own and/or team achievements. Actions and errors can have program, project, and functional impact. |
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| <i>Methodology</i> | Waterfall (PMBOK) | |
| <i>Phase</i> | Design -> Closure | |
| <i>Domain</i> | Finance | |

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| Project | Ellipse OTDF District (MIMS) (Papua New Guinea) | <ul style="list-style-type: none"> Was responsible for investigative work to determine business requirements and specify effective business processes, through improvements in information systems, information management, practices, and procedures. Defined business and user requirements for proposed solution. Coordinated and managed business change Analysed and documented business process models (as is and to be) using UML modelling techniques and tools. Supported the business through the implementation process and contribute the clarity of technical messages to the business. Analysed and documented business requirements for new IT systems and services, prioritising according to business importance |
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| <i>Methodology</i> | Waterfall (PMBOK) | |
| <i>Phase</i> | Initiation -> Design | |
| <i>Domain</i> | ICT | |

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| Project | Coal Service Review (Perth) | <ul style="list-style-type: none"> Identified and agreed on project scope and boundaries, risks, structure, roles and responsibilities. Mapped as-is procurement and inventory processes at Curragh; include Premier Coal requirements; and identify constraints, bottlenecks, inefficiencies, and improvement opportunities for consideration when designing the to-be processes. identified opportunities for improvement – process, and procedures, system, knowledge & training Mapped the to-be supply chain processes to Oracle; and identify gaps; and specify requirements; identify any impacts on structure, roles, responsibilities and specify opportunities for resource optimisation (value-add activities). Identified the need to develop new or modify current policies and procedures to support to-be processes and system requirements |
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| <i>Methodology</i> | Process Improvement | |
| <i>Phase</i> | Enhancement | |
| <i>Domain</i> | Procurement | |

Reference available upon request.



<https://au.linkedin.com/in/bibu-thomas-18370b31>