

Geoff Agnew

0422 715 210

geoff.agnew@gmail.com

SENIOR BUSINESS ANALYST



Business Analysis



Requirement Gathering



Project Management / Agile and Scrum



Solution Delivery



Relationship Management

SYNOPSIS

- Results-oriented Senior Business Analyst with continued career progression and documented history of 13+ years in bridging technical and functional acumen to lead various Business Analysis projects
- Keen analyst and cross-functional expert, possessing experience in delivering technical solutions in multiple domains including data, energy, broadband, healthcare, finance and trade
- Scrum Master and Agile practitioner with documented success in efficiently conducting Agile ceremonies including daily stand-ups, sprint planning and sprint retrospectives while keeping the overall business value at the core
- Expertise in determining the effect of changing business needs on existing systems and recommending change management and process improvement strategies/solution roadmap for enhancements
- Strategic ability in producing high quality and concise requirements, technical documentation and functional specifications to accurately reflect the business requirements

SKILLS SNAPSHOT

| Business Analysis | Requirements Gathering | Project Management | Client Relations | Solution Architecture |
|---|---|--|---|---|
| <ul style="list-style-type: none"> Analyse business processes to define specifications | <ul style="list-style-type: none"> Gather requirements by conducting interviews and onsite workshops | <ul style="list-style-type: none"> Manage entire project from scoping to delivery using Agile and Scrum | <ul style="list-style-type: none"> Maintained good working relations with clients and stakeholders | <ul style="list-style-type: none"> Architect technological solutions as per requirements |

Technical Skills

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| <i>Applications</i> | Markitwire, Tradeweb, ICAP, Marketview, MS Excel, MS Visio, Adobe Photoshop |
| <i>Languages</i> | XML, SWML, FPML, SQL, Python, HTML, JSON, Java, Unix |
| <i>Platforms</i> | Windows, Unix, OSX |
| <i>Databases</i> | Oracle, Ms Access, Sybase |

IMPACTS AND DIFFERENTIATORS

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| Situation | <ul style="list-style-type: none"> Launch of the new functionality of data banking/data rollover by Amaysim across 1 M customer base, facilitating customers to 'bank' any unused data from their mobile plan for use in future months |
| Task | <ul style="list-style-type: none"> As the Lead Business Analyst, accountable for planning, designing, developing, and launching the project in support of core organizational functions and business processes |
| Actions | <ul style="list-style-type: none"> Worked in close coordination with multiple teams including marketing, design, technology, data and analytics, finance, products, business operations, legal/compliance and customer services for <u>gathering and analysing project requirements</u> keeping in view current systems and processes Designed product architecture, workflow and user stories as per requirements Conducted scrum meetings with the development team for reviewing changes and finalising the product Liaised with testing team for thorough testing of functionality Presented the final product to finance team, COO and CMO, and obtained sign-off from the finance team |
| Results | <ul style="list-style-type: none"> The project successfully went live for all customers. Received many positive feedbacks and recorded an increase in weekly acquisitions |

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| Situation | <ul style="list-style-type: none"> To simplify the procedure for booking trades for traders and to reduce the cost, Citigroup introduced one single trading platform called TPS (Trade Processing System) |
| Task | <ul style="list-style-type: none"> As the Lead Business Analyst, liaised with Markitwire trading flow (existing system) and TPS teams for mapping the processes while ensuring intact functionality of the system |
| Actions | <ul style="list-style-type: none"> Coordinated with the front office and middle office users across London and New York for gathering functional requirements and accordingly prepare process flow diagrams Acted as the Scrum Master for performing agile ceremonies with the development team ensuring timely delivery of tickets raised Managed the functional testing, UAT and sign-off. Also prepared a release runbook for the production support team Extended post-production support by addressing the queries and escalating the same if required |
| Results | <ul style="list-style-type: none"> Successfully migrated London and New York traders and middle office teams to the new system After successful execution of the project, hired by the Sydney office to assist with the go-live of the Australia desk which also went live successfully |

CAREER PROGRESSION

Amaysim/Optus, Sydney

(Amaysim – an Australian telco., recently acquired by Optus)

Senior Business Analyst (Broadband, Energy, Mobile)

Sep'17 – present

Projects handled:

- Project:** Energy Separation | **Project description:** The project involves the separation of mobile and energy systems of Amaysim, acquired by Optus. A deal to sell the energy side of the business is already in place with AGL
- Project:** Data Banking | **Project Description:** The project involves delivering data bank functionality to 1M customers
- Project:** Subscription Energy Product | **Project Description:** The project deals with the integration of a third-party billing system (Zuora)

Highlights:

- Conduct business analysis and handle project management activities throughout the lifecycle of the project from scoping, high level and detailed business requirements and implementation
- Elicit requirements using interviews/workshops, document analysis, business process descriptions, use cases, scenarios, business analysis, tasks and workflow analysis
- Work in close coordination with senior management for transforming business and organizational vision into results by developing and populating As-Is and To-Be processes, comparing current scenarios with future prospects
- Produce high quality and concise design documents which accurately reflect the business requirements and can be clearly understood by Development teams
- Provide well-reasoned quality user-centred, user interface design advice to the development teams consistent with the solution architecture and security principles and standards
- Analyse operational procedures, processes, and issues to identify areas for improvement to reduce risk and improve efficiency in terms of cost and time saving
- Act as Scrum Master, responsible for directing teams to monitor project activities and development processes while performing Agile ceremonies including sprint planning and retrospectives
- Leverage broad competencies in using JIRA for managing backlogs

Intrahealth, Sydney

(Provide clinical and practice management software to global healthcare organisations with a customer base of 15000+ users and manpower strength of 100+ across four countries)

Healthcare Business Analyst

Oct'16 – Sep'17

- Project:** Prison healthcare | **Project description:** Project involved the delivery of a new patient management system to 100 users for use in Victorian prisons and associated clinics
- Gathered, analysed and assessed business requirements by conducting on-site workshops/meetings
- Conducted gap analysis, prepared high-level workflows/ business requirement documents and evaluated viability and feasibility of new projects' implementation
- Delivered production and post-production support to clients and conducted training sessions to make users hands-on new patient management system
- Defined, built and scaled metrics that deliver improved client experiences

Citigroup Inc., Sydney and Belfast

Senior Business Analyst, Sydney

Sep'15 – Mar'16

Senior Business Analyst, Belfast

Jan'13 – Jul'15

Intermediate Business Analyst, Belfast

Aug'07 – Dec'12

- **Project:** Trader onboarding | **Project duration:** 15 months | **Project description:** Project involved the migration of AUD/USD/EUR/GBP desks to the latest trade booking application
 - Overall accountable for preparing workflows and identifying gaps by calculating and comparing the risk. Analysed breaks/gaps and raised tickets on JIRAs
- **Project:** Rates Derivative Connectivity | **Project duration:** 2.5 years | **Project description:** Transformation of legacy application with new in-house trade booking application
 - Lead multiple teams for building transformation adaptors and APIs between Markitwire vendor application and in-house trade booking application to ensure implementation of new functionality for the transformation of financial XML (SWML and FPML)
- **Project:** Production Support/BAU Project Management | **Project duration:** 1 year | **Project description:** Project involved improvements in system stability and usability of in-house trading platform
 - Coordinated with business stakeholders to gather requirements and designed process improvement initiatives which in turn stable the platform and also succeeded in removing the tag of the most unstable platform in the area
- **Project:** Reconciliation Project | **Project duration:** 1 year | **Project description:** Project involved enhancement of trade reconciliation tool to identify breaks in trades between systems
 - Worked in close coordination with business users to reduce the number of breaks from 19000 to less than 100
- Proactively developed and managed relations with business clients, vendors, trading desks and technology for successful defining business requirements, documentation, planning and execution of projects
- Held operational oversight in managing the entire project using agile methodology including backlogs, roadmaps, reports, and integrations using JIRA
- Technically involved in handling multiple operations including:
 - Ensured financial regulatory compliance (EMIR, JFSA, Dodd-Frank, SEF)
 - Managed production incidents across EMEA, NAM, APAC
 - Application management: COB testing and user permissions
 - Developed and managed test scripts
 - Supported office users during go live

PROFESSIONAL DEGREES, TRAINING & MEMBERSHIP

Computing Science B.Sc. (Hons.) with Diploma in Industrial Studies, University of Ulster, N. Ireland, 2007

Training

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| Unix Fundamentals | FSA Regulatory Environment/Financial Regulation |
| ITIL Awareness | Personal Effective Skills |
| Introduction to the City and Financial Markets | PMP |
| Introduction to Marketing and Analysis | Java Fundamentals |
| Project Management Fundamentals | Oracle PL/SQL Foundation |
| Recruitment Skills Training | Interest Rates Derivatives: Hedging and Managing Risk |
| Financial Exam: SII IAQ – Introduction to Securities and Investment | |
| British Computer Society Professional Certifications | |
| Foundation Certificate in Software Testing | Intermediate Certificate in Software Testing |
| Certified Agile Tester Certificate | BCS Certificate in Business Analysis Practice |
| Requirements Engineering | |

ADDITIONAL INFORMATION

References

- Available upon request