

Philip Henning

Business Analyst

A passionate, enthusiastic problem solver, with a flair for finding the 'middle ground'. Over 15 years of experience working with stakeholders and users in a variety of environments (business as usual or projects). Confident working within a team or independently. Over 5 years of experience specifically within software development using AGILE / SCRUM methodologies.

- Experience of leading digital transformations
- Adept at building rapport and meaningful relationships with stakeholders, users and other team members
- Strives to design carefully considered, consultative solutions
- Years of experience finding data, information, and knowledge, eliciting requirements, creating user stories and managing backlogs
- Communicates clearly and effectively with both technical and non-technical individuals

HISTORY & EXPERIENCE

- ❖ 2024.01 - Current – Health-related career break
- ❖ 2023.06 - 2023.11 – Business Analyst (Yara)
- ❖ 2023.05 - 2023.06 – Business Analyst (KCOM)
- ❖ 2022.10 - 2023.01 – Business Analyst (Ligentia)
- ❖ 2018.07 - 2022.10 – Systems & Business Analyst (DFDS)
- ❖ 2016.08 - 2018.06 – Commercial Business Analyst (Yara)
- ❖ 2011.05 - 2013.02 – UK CRM Coordinator (BSN Medical)
- ❖ 2009.09 - 2011.05 – Commercial Operations Coordinator (BSN Medical)

MOST SIGNIFICANT ROLE

Systems & Business Analyst – DFDS UK.

A member of a multidisciplinary, self-organizing SCRUM team that produced bespoke software solutions for shipping operations. Responsible for strategic and tactical decision-making within a specific workstream, including backlog management, stakeholder management, software release planning, requirements elicitation, and the production of written artifacts.

MOST RECENT ROLE

Currently on a career break due to a health-related diagnosis. Prior to this, as a Technical Business Analyst, tasked with understanding a decades old, standalone business area, and documenting the 'as-is' processes.

- ☎ 07762928606
- ✉ philiphenning@outlook.com
- 🏠 Hull, East Yorkshire

EDUCATION

- ❖ MSc - Information, Systems and Technology
 - City, University of London
 - 2015
 - Merit
- ❖ BSc - Business Computing and E-Commerce Systems
 - Leeds Beckett University
 - 2008
 - 2:1

QUALITIES



SKILLS

Business Analysis

- Requirements gathering
- Documentation
- Process modelling (BPMN)
- Use case diagramming
- Wireframing and prototyping
- Requirements gathering using a variety of techniques
- Gap analysis
- Data analysis and visualization
- Process optimization

KEY PROJECT

Led the development, delivery, and support of a new autonomous digital gate template solution:

- The template integrated new software, hardware systems (including third-party components), and revised standard operating procedures
- Creation of the template relied exclusively upon the buy-in of a non-domestic operations manager and a multi-functional operations team
- Created data driven dashboards, enabling the tracking of site specific (even role specific) KPIs and other metrics
- Further developed the template, and rolled out the same product to other locations with differing physical layouts and infrastructures

OTHER RESPONSIBILITIES

- Facilitated engaging multi-user / cross discipline workshops (both in person and online) to enhance domain understanding and support the creation of strong user stories
- Organised user acceptance testing (UAT) programmes, and led testing sessions, ensuring high product quality
- Delivered confident sprint reviews (product demonstrations) to secure sign-off from stakeholders and support continuous buy-in from wider team / development team
- Planned software release cycles, implementations, upgrades directly with local teams, whilst liaising with central IT support, and change management teams
- Supported stakeholders (business as usual or post project go-live) to maximise efficiencies, knowledge transfer, and solve problems
- Supported end users (business as usual or post project go-live), providing training, first line technical support (e.g. bug identification – creation of user stories for said bug, and prioritising the product roadmap as needed)

Product Ownership

- Stakeholder management (comfortable with stakeholders up to and including 'C-level')
- Product backlog management
- Roadmap planning
- Data-driven decision-making
- Cross-functional collaboration

Agile / SCRUM

- Proficient with Azure DevOps Boards
- Experienced with JIRA
- Co SCRUM master for 6 months
- Active in all SCRUM ceremonies
- Working towards Professional SCRUM Product Owner (PSPO) accreditation

Data

- ETL
 - SQL
 - Alteryx
 - Excel
 - Microsoft Power BI
-

REFERENCES AVAILABLE UPON REQUEST
