

CHUKWUEMEKA OBIAKOR

Business Analyst · UI/UX Designer · Healthcare IT Professional

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PROFESSIONAL SUMMARY

Business Analyst with 5+ years working across healthcare IT and B2B SaaS, from early discovery and requirements documentation through to UAT and go-live. I've delivered across EHR/EPR implementations, clinical compliance, patient-data governance and I'm equally comfortable in agile teams as I am leading structured BA processes from scratch.

KEY COMPETENCIES

- Business Requirements Analysis
- UI/UX Design (Figma)
- Stakeholder Management
- EHR/EPR System Implementation
- Agile/Waterfall Methodologies
- BRD/FRD/TSD Documentation
- Gap Analysis and Root Cause Analysis
- CRM Implementation (Dynamics 365, Salesforce, Zoho)
- Process Mapping (AS-IS/TO-BE)
- User Acceptance Testing (UAT)
- Wireframing and Prototyping

CAREER EXPERIENCE

Business Analyst | *TEDLabs*

Dec 2023 – Present

- Led end-to-end business analysis for in-house and client projects across tech, healthcare, and B2B sectors in Nigeria and the UK.
- Delivered the full requirements analysis lifecycle including scoping, BRD/FRD creation, UAT coordination, and Agile delivery for a fintech platform.
- Spearheaded the Envoyce SaaS invoicing product (envoyce.xyz), managing requirements, testing, and roadmap execution from discovery through launch.
- Defined functional specifications for AI chatbot integration, financial calculators, and CRM workflows.
- Conducted market research, competitor analysis, and aligned business goals with product enhancement opportunities.
- Implemented workflow automation and CRM integrations (Salesforce, Zoho), streamlining operations and reducing manual processing time.

- Partnered with UI/UX designers and engineers to deliver a user-centric, compliant, and scalable solution.
- Produced comprehensive documentation and change requests to support governance and regulatory compliance.
- Supported continuous improvement initiatives using Agile methodology to ensure on-time, quality delivery.

Business Analyst (Project-Based) | *Business Full Spectrum – London* Mar 2024 – Sep 2024

- Authored BRD, TSD, and user stories for a FreshDesk ticketing system implementation, ensuring clarity and full requirements traceability.
- Produced AS-IS / TO-BE process maps, securing stakeholder sign-off and significantly reducing rework risk.
- Designed dashboards and performance reports to track operational KPIs and identify improvement opportunities.

Digital Transformation Analyst (Internship) | *Learn with Pride – London* Nov 2022 – Nov 2023

- Assisted in Dynamics 365 HR & ERP implementation alongside an Electronic Patient Record (EPR) system for a healthcare clinic, managing records, patient data, drugs and diagnoses.
- Conducted process mapping, data validation, and user story creation in Jira and Confluence across Agile sprints.
- Collaborated with the Product Owner to refine backlog priorities and facilitated daily stand-ups and sprint planning.
- Applied in-depth impact analyses to translate business requirements into effective technical solutions.
- Ensured EPR implementation aligned with NHS information governance and healthcare data protection standards.

KEY PROJECTS

Envoyce SaaS – Invoice Generator | *Lead Business Analyst* 2025 – Present

- Managed end-to-end requirements documentation, design collaboration, and QA testing across the full product lifecycle.
- Defined product roadmap, functional specifications, and coordinated release activities for successful market launch (envoyce.xyz).

FreshDesk Ticketing Implementation | *Business Analyst* 2024

- Conducted process discovery, created use cases, and oversaw system configuration to improve support operations and SLA tracking.

Dynamics 365 HR & EPR Healthcare Transformation | *Business Analyst* 2022 – 2023

- Supported requirements gathering and process documentation for HR and healthcare operations, including Electronic Patient Record integration.
- Ensured system integration, testing, and validation aligned with business and NHS compliance standards.

PROFESSIONAL CERTIFICATIONS

Professional Certifications:

- CPD Certified – Business Analysis
- Google Digital Marketing & Analytics Certification
- SEO & Email Marketing (Google, LinkedIn Learning)
- Advanced Social Media Strategy
- UI/UX Design

EDUCATION

MSc – Digital Marketing | *Northumbria University, London*

2021 – 2022

Modules: Strategic Marketing, Digital Campaign Management, Marketing Metrics & Analytics, CRM & The Digital Customer Journey, Leadership & Management Development.

BSc – Electrical & Electronics Engineering | *Covenant University, Nigeria*

2010 – 2015

TOOLS & TECHNOLOGIES

- Figma
- Jira and Confluence
- Salesforce
- Google Analytics
- Microsoft Office Suite
- FreshDesk
- Google workspace
- Microsoft Dynamics 365
- Zoho CRM
- Asana
- EHR/EPR Systems