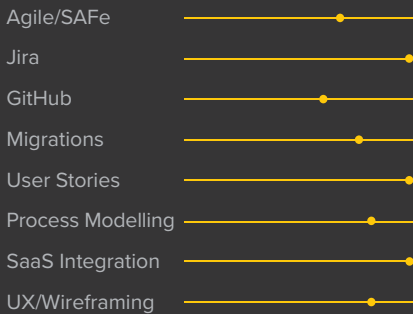# DARREN MURPHY

As a results-driven Business Analyst with over 15 years experience in commercial software, I have navigated diverse sectors including news, automotive, real estate, online gaming, aviation, and travel, showcasing adaptability across various technology stacks in an ever-evolving landscape.

CONTACT

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SKILLS

Agile/SAFe

Jira

GitHub

Migrations

User Stories

Process Modelling

SaaS Integration

UX/Wireframing

TOOLS

Jira | Confluence | GitHub | GitLab | ServiceNow | Axure RP | Balsamiq | Adobe XD/Marketing | Tableau | Qlikview | Pentaho | Xray | Zephyr | Exalate | Jfrog Artefactory | OpsGenie | Compass | Visio | Mural | Miro | Gliffy | Toad/SQL Developer | Splunk | Datadog | Salesforce CRM | Sugar CRM | Freshdesk | Adobe Creative Cloud | MS Office Suite: Advanced Excel, Word & Powerpoint | Google Office Suite | GIMP

INTERESTS

PROFESSIONAL SUMMARY

My extensive experience encompasses all facets of modern software teams. From defining technical software use cases for deliverables to evaluating, integrating, and on-boarding off-the-shelf products. I excel in application/data/server-to-cloud migration and transformation projects. Proficient in test case creation, execution, product on-boarding support, training, and documentation creation. Expertise in extracting and presenting data via BI tools, adding meaningful context to vital business IP. My dedication to usability and GUI design is evident in my proficiency in wire-framing and prototyping, playing a pivotal role in crafting user-centric solutions.

Thriving in fast-paced, agile environments, whether remote or face-to-face, I actively encourage stakeholders to re-frame solutions, fostering a comprehensive understanding of underlying issues while valuing input from all team members.

Managing stakeholder expectations and cultivating constructive relationships with third-party vendors or consultants is a facet of my role that I find gratifying. Skilled in orchestrating workshops and meetings, I stay abreast of technology trends, swiftly identifying potential project benefits and nurturing innovation to remain ahead of industry curves.

EDUCATION

1996 — *University of East London | Higher National Diploma*
Modular degree in illustration, graphic design and typography.

WORK HISTORY

2021 Present — *Business Analyst | International Airlines Group | Remote contract - UK*
- Currently retained as a consultant with Cyberbase Consulting in one of the world's largest airline groups, working on a group-wide data-centre exit programme
- Migration of all the groups SaaS DevOps products from server to cloud (GitHub, Jira, Confluence, ServiceNow, Mural)
- Implementing multi-directional integrations between the full suite of cloud-based SaaS tools
- Researching new toolings and articulating these back to stakeholders using benefits hypothesis and lean business cases
- Introduced a DORA metrics solution to improve IAG's Capability Maturity Model Integration (CMMI)

2021 2022 — *Business Analyst | Bede Gaming | Remote contract - UK*
- Working closely with Product Managers, Product owners and technical teams to deliver concise requirement documents to Bede's clients

2021 2021 — *Business Analyst | Rightmove | Hybrid, Milton Kenyes, Remote contract - UK*
- Short term 4 month contract to migrate a legacy marketing system onto Adobe Creative Marketing Cloud

2015 2020 — *Product Development Specialist | IHS Markit | St Albans - UK*
- IHSMarkit provides critical insight and analysis for all sectors of global industry
- Implemented a Tableau BI tool to replace an ageing Cognos BI system

2013 2015 — *Lead Business Analyst | IHS Markit | St Albans - UK*
- Povide business and technical requirements for web platform and bespoke customer product enhancements
- Managed a small team of business analystsLead Business Analyst | IHS Markit |

2005 2013 — *Various Roles | Head of Operations | CRM Integration Lead | Business Analyst | Kantar Media | London - UK*