

## CONTACT DETAILS

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## PERSONAL STATEMENT

Throughout my career, I've covered all aspects of a Business Analyst's role. From defining technical software use cases, assessing and onboarding off-the-shelf products, developing and executing test plans, through to data migration and transformation projects. My role extends to supporting product onboarding through comprehensive training and clear documentation. Leveraging my expertise in BI tools, wireframing, prototyping, usability, and GUI design, I create user-centric solutions that enhance business value and contextualize critical intellectual property.

Thriving in fast-paced, agile environments, I foster a deep understanding of challenges by encouraging stakeholders to rethink solutions and embracing input from all team members. I excel at managing stakeholder expectations, building strong relationships with third-party vendors and consultants, and staying ahead of technology trends to drive innovation and keep organizations at the cutting edge.

## SKILLS

- DevOps SaaS tooling
- Stakeholder Management
- Requirements Gathering
- Scripting/API Integrations
- Quality Assurance & Testing
- BI/MI Reporting
- Wireframing & Prototyping
- Business Process Mapping
- Documentation creation (technical/training)
- Presentation skills – requirement elicitation/product showcase
- Mentoring/management

## TOOLS/PLATFORMS

- Jira
- Confluence

# DARREN MURPHY



## WORK HISTORY

**CONSULTANT BUSINESS ANALYST** Cyberbase Consulting - Remote  
04/2022 - current

- Working as a consultant for IAG (International Airline Group) I've overseen the migration of all the groups SaaS DevOps products from server to cloud (GitHub, Snyk, SonarCloud, Jira, Confluence, ServiceNow, Mural) as part of the groups data centre exit strategy
- Created automations using different tools to implement multi-directional integrations between the full suite of cloud-based SaaS tools
- Researching new tooling solutions to meet internal stakeholders use cases using benefits hypothesis and lean business cases
- Designed and delivered a ServiceNow support portal to act as a gateway for the larger group's technical tooling requests
- Implemented a license management process workflows to standardise license procurement and management across vendors, resellers and internal stakeholders.

**CONSULTANT BUSINESS ANALYST** Bede Gaming - Remote  
09/2021 - 02/2022

- Working closely with Product Managers, Product owners and technical teams to deliver concise requirement documents to Bede's clients
- Researched and implemented a 3rd party requirement management application to integrate with the existing Jira workflow.

**CONSULTANT BUSINESS ANALYST** Rightmove - Hybrid  
04/2021 - 08/2021

- Short term 4-month contract to migrate a legacy marketing system onto Adobe Creative Marketing Cloud.

**PRODUCT DEVELOPMENT SPECIALIST** S&P Global (formerly IHS Markit) - St Albans  
10/2015 - 06/2020

- Took the lead on our primary product which was an automotive aftersales web platform and injected a fresh attitude welcoming ideas and encouraging greater interaction between teams
- Successfully challenged existing operating procedures by implementing project meetings; bringing product and development teams together resulting in increased visibility for Sponsors/Key Stakeholders and End Users/Clients
- Standardised our product testing framework whilst working alongside the tech leads who were implementing a TDD approach whilst setting up test automation using Selenium
- Collaborated with our product support team to create realistic business centric test cases and organised and directed UAT sessions.

**LEAD BUSINESS ANALYST** HIS Markit - St Albans  
07/2013 - 10/2015

- Accepted this role, knowing I would be managing a small team of well established BA's who had been with the company for a considerable time

- Jira Service Desk
- ServiceNow
- OpsGenie
- Compass
- GitHub
- SonarCloud
- Snyk
- Power Automate suite (including PowerBI)
- Tableau
- Qlikview
- Pentaho
- Axure RP
- Balsamiq
- Sketch
- Visio
- Miro
- Mural
- Xray
- Zephyr Scale
- Xray
- Gliffy
- Toad
- SQL Developer
- Visual Studio Code
- MS Office Suite. Advanced Excel, (VBA),
- Salesforce
- Sugar CRM
- Freshdesk
- Adobe Creative Cloud

- Interacting directly with clients was vital in gaining a good understanding of their requirements and expectations, from the initial requirement gathering phase through to user acceptance testing and business sign-off
- Engaging our client in this way created more of a partnership dynamic and increased our workload and revenue.

**SENIOR BUSINESS ANALYST** Precise Media (Now Kantar) - London  
10/2010 - 04/2013

- Responsible for capturing requirements, writing and executing all types of test cases from functional, non-functional testing through to UAT
- Managed an offshore development team in India.

**BUSINESS ANALYST** Precise Media (Now Kantar) - London  
10/2009 - 10/2011

- Implemented testing strategy and managed small test team

**QUALITY & SYSTEM ASSURANCE MANAGER** Precise Media (Now Kantar) - London  
10/2008 - 10/2009

**OPERATIONS MANAGER** Precise Media (Now Kantar) - London  
09/2005 - 08/2008

**OPERATIONS MANAGER** Durrants (Now Gorkana) - London  
02/2001 - 08/2005



## EDUCATION

**BA (Hons): Illustration & Graphic Design**  
University of East London, 09/1993



## WEBSITE, PORTFOLIO AND PROFILES

<https://www.linkedin.com/in/darrenba/>  
<https://www.softwarebusinessanalyst.com/>



## REFERENCES

References available upon request