JOVAN CAMPBELL

Business Analyst | Requirements & Process Improvement | Agile Delivery
Swinton, Manchester | businessanalyst23@outlook.com | LinkedIn | Portfolio
Right to Work: ILR

PROFESSIONAL PROFILE

Business Analyst and process improvement professional transitioning from a 10+ year career spanning Design Technology, IT, process improvement and education. Brings extensive experience analysing problems, understanding user and stakeholder needs, improving processes and translating requirements into practical solutions within deadline-driven and standards-led environments. Hands-on experience across the Business Analysis lifecycle, including stakeholder interviews and workshops, requirements elicitation, As-Is and To-Be process modelling, BPMN, gap analysis, user stories, acceptance criteria, Business Requirements Documentation, Agile delivery and User Acceptance Testing. Combines formal Business Analysis training with applied project experience across Salesforce transformation and digital service design. Strong human-centred approach developed through designing services and solutions around diverse user needs, accessibility requirements and real-world operational constraints.

CORE CAPABILITIES

Business Analysis: Requirements elicitation | Stakeholder interviews | Workshops | BRD | Gap analysis | As-Is / To-Be | Process improvement | BPMN | User stories | Acceptance criteria | Requirement Prioritisation | UAT | UML

Agile & Delivery: Agile / Scrum | Backlog refinement | Sprint planning | Requirements clarification | Test planning | UAT coordination | Change Analysis and implementation | Continuous improvement

UX & Service Design: User research | Human-centred design | User journeys | Information architecture | Wireframing | Prototyping | Usability testing | Accessibility

Tools: Jira | Azure DevOps | Confluence | Lucidchart | Visio | Figma | Salesforce CRM | Power BI | Excel | Word | PowerPoint | Framer

PROFESSIONAL EXPERIENCE

Everest Community Academy, Basingstoke, UK
Design Technology Teacher | Sept 2025 to Aug 2026
Selected Business Analysis, Process Improvement & Digital Transformation Experience

- Identified and analysed: reviewed a paper-based GCSE NEA workflow to identify bottlenecks, unnecessary handoffs and delays affecting staff and student completion.
- Designed and implemented: led the transition to a digital NEA process, redesigning the workflow around user needs and operational constraints, reducing turnaround time by approximately 25% and increasing completion rates to around 95%.
- Requirements and stakeholder engagement: worked with colleagues to understand operational requirements and translate them into practical changes to processes, tools and guidance.
- Technology-enabled improvement: introduced TechSoft 2D Design to address inconsistencies in student design workflows and improve the quality, consistency and presentation of NEA submissions.
- Data and reporting: developed a spreadsheet-based coursework tracker that provided parents with greater visibility of progress and increased parent engagement by approximately 30%.
- Change communication: presented process and technology recommendations to senior leadership and colleagues, translating complex requirements into clear implementation guidance.
- Continuous improvement: monitored outcomes, identified further issues and iterated processes and resources in response to stakeholder feedback and observed user behaviour.

William Edwards School, Grays, UK
Computer Science & Design Technology Teacher | Sept 2020 to Aug 2025
Selected Business Analysis, Requirements & Continuous Improvement Experience

- Analysed the full GCSE NEA lifecycle across multiple cohorts, identifying gaps between student outputs and externally defined AQA requirements.
- Translated complex assessment criteria into clear requirements, checkpoints and guidance, enabling users with different levels of technical ability to meet defined outcomes.

- Established structured design review cycles in which work was evaluated, feedback captured and solutions iteratively refined against defined requirements.
- Used performance data and assessment outcomes to identify recurring issues, test interventions and continuously improve delivery, contributing to a sustained 90% NEA pass rate and 80% overall GCSE pass rate over five years.
- Created standardised student feedback booklets in Word to replace inconsistent verbal feedback, giving students clear, consistent, actionable next steps on Computer Science coursework.
- Built and maintained a content tracker in Excel to monitor student progress across topics, giving an at-a-glance view of gaps and supporting timely intervention.
- Developed an after-school resource for students to use outside lessons, increasing engagement and participation with the subject beyond timetabled hours.
- Communicated technical, design and process decisions to students, parents, colleagues, senior leaders and external exam board moderators.
- Adapted complex technical information for audiences with different levels of knowledge, supporting shared understanding and effective implementation.
- Worked within externally regulated and audited standards, maintaining evidence and ensuring outputs met defined quality criteria.

Hodges Aggregates and Powder Ltd, Jamaica
Contractor, Process Improvement Analyst | 2008 to 2010 (Full-time), 2010 to 2014 (Part-time)
Selected Process Improvement Experience

- Analysed recurring production-line downtime and equipment performance to identify operational constraints affecting output.
- Consulted with machine operators and supervisors to understand the operational problem, gather requirements and identify the root cause of the bottleneck.
- Assessed corrective options and implemented a machine adjustment that increased production output while reducing unplanned downtime.
- Evaluated the impact of the change against operational performance and documented the revised approach.
- Produced updated maintenance guidance and briefed colleagues across shifts to support consistent adoption.

SELECTED BUSINESS ANALYSIS & DIGITAL PRODUCT PROJECTS

Radiant Solutions: Salesforce CRM Transformation
Business Analyst | Applied Business Analysis Project | Avenue of Impact
DISCOVERY → REQUIREMENTS → PROCESS ANALYSIS → FUTURE STATE → AGILE DELIVERY → UAT

- Conducted stakeholder interviews and requirements-gathering sessions across business and operational teams to understand current challenges and desired outcomes.
- Mapped customer onboarding and account-management processes using BPMN in Visio, supported by detailed process flows in Lucidchart.
- Analysed current-state workflows to identify manual touchpoints, process gaps and opportunities for improved data consistency.
- Produced Business Requirements Documentation, user stories and acceptance criteria to translate stakeholder needs into clear delivery requirements.
- Designed future-state workflows to reduce unnecessary manual activity and improve process consistency.
- Supported sprint planning and backlog refinement using Jira, clarifying requirements and helping prioritise delivery work.
- Developed test plans and supported UAT to validate delivered functionality against defined business requirements.

QSEN: SEND Pupil Support Information Service
Business Analyst | Self-directed concept project | Process mapping, MoSCoW, user stories
PROBLEM → STAKEHOLDERS → PROCESS ANALYSIS → REQUIREMENTS → TRACEABILITY → VALIDATION PLAN

- Defined the problem of fragmented, spreadsheet-based pupil support information from my experience as a secondary school teacher: duplicated records, inconsistent handovers and slow access to relevant guidance.
- Mapped As-Is and To-Be workflows for finding, sharing and transferring support information between staff and between schools.
- Wrote and prioritised 11 business requirements using MoSCoW, with user stories and acceptance criteria for contextual strategy sharing and school-to-school transfer.
- Built a traceability table linking requirements to proposed screens and validation tests, and documented risks including data protection and misdirected transfers.
- Prepared a validation plan covering stakeholder interviews and usability testing, to be run before any pilot. These have not yet taken place.

EDUCATION & PROFESSIONAL DEVELOPMENT

Avenue of Impact: Business Analyst Professional Certificate

Google / Coursera: Google UX Design Professional Certificate

University of Technology, Jamaica: B.Ed. Industrial Technology (Minor: Information Technology)