

James Whitfield

Business Analyst

Contact

Edinburgh
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Skills

- Stakeholder workshops and interviews
- Process mapping (BPMN) and requirements
- User stories, Jira and Confluence
- Data analysis in Excel and SQL

Profile

Business analyst with five years in insurance operations and change teams. Runs workshops with managers and front-line staff, maps how work really happens, writes clear requirements and user stories, and organises testing until a change is in use. BCS International Diploma in Business Analysis. Looking for a senior business analyst role.

Experience

Business Analyst

Forth Mutual Insurance, Edinburgh · 2022–present

- Mapped the home insurance claims process with 14 claims handlers and found three hand-offs that added four days; the redesigned process cut average claim time from 19 to 12 days.
- Write requirements and user stories for an agile delivery team and keep the backlog prioritised with the product owner.
- Organise user acceptance testing with staff and sign off each release against the requirements.
- Present costs, benefits and risks of each option to the operations board.

Process Analyst

Forth Mutual Insurance, Edinburgh · 2020–2022

- Measured call volumes and handling times and wrote the business case for a new call-back service.

Education and training

BCS International Diploma in Business Analysis

2023

MA (Hons) Economics and Management, 2:1

University of the Lothians · 2016–2020