

## **BARBARA BASSEY**

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### **PROFILE**

Experienced Change Management Professional. Certified Business Analyst and a diploma qualified AML Specialist. Agilist with ten years' experience in driving successful change initiatives across investment, commercial and retail banks.

Skilled in managing cross-functional teams and delivering projects, from building the case for change through to embedding and sustaining business process improvements. Proficient in project governance, stakeholder engagement, risk management, and best practices in change delivery. Adept at facilitating workshops, ensuring alignment across diverse stakeholders, and meeting tight deadlines. Known for exceptional organisational skills, attention to detail, and a collaborative approach to managing initiatives.

Other skills include requirement engineering – requirements elicitation from Stakeholders who are globally dispersed, workshop facilitation; organising conference calls, interviews, and document review, translating business requirements into technical requirements; designing 'AS IS' and 'TO BE' Business Process Maps using Microsoft Visio and IBM Blueworks live; documenting requirements by creating business requirement documents; waterfall, agile and hybrid project delivery, creating screen design using balsamiq and MS office.

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### **PROFESSIONAL/ ACADEMIC QUALIFICATIONS**

- BCS, Business Analysis Foundation Certificate
  - International Diploma in Anti Money Laundering
  - Prince 2
  - The College of Law: Legal Practice Course, Corporate Route
  - The College of Law: LL.B. Law
  - Cophall School: 3 A Levels, 11 GCSEs
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### **SKILLS AND COMPETENCIES**

- Stakeholder and relationship management - maintain stakeholder alignment through regular updates and feedback. Design and deliver targeted communication plans
- Excellent communication, interpersonal, negotiation and problem-solving skills
- Planning and time management - develop and maintain detailed project plans
- Identify, mitigate, and articulate risks, assumptions, issues and dependencies (RAID) to project delivery
- Governance and oversight of change projects
- Conduct impact assessments and readiness analysis
- Embed changes into business processes and ensure adoption
- Monitor and evaluate the effectiveness of change initiatives
- Coordinate cross-functional teams and managing dependencies relating to other projects
- Work with operations, technology and business stakeholders
- Facilitate meetings, working groups and workshops, draft status reports and presentations
- Full project life cycle experience from initiation to delivery, using waterfall and agile methodologies.
- Requirement gathering and documentation using requirement catalogue / business requirements document, use case diagram, and user stories
- Proficient with using business and project tools including MS Word, Excel, PowerPoint, Visio, IBM Blueworks, MS Projects, Jira, Balsamiq and sharepoint

## CAREER HISTORY

### **Change Manager and Business Analyst Deloitte**

**March 2023 – Ongoing**

#### **Change Manager**

Managed end-to-end delivery of changes for client's financial crime pillars.

- Owned the delivery of workstreams and projects: plan, mobilise, and deliver projects on time, within budget, and to high-quality standards, ensuring adherence to company policies, best practices, and information security standards
- Collaborate with stakeholders to scope, identify and implement solutions aligned with strategic goals and regulatory requirements. (business process changes and technology)
- Business readiness: ensure change acceptance and deployment planning
- Draft impact assessments, capturing current state / gap analysis, future state, impact to teams, volumes and handling times as well as costs and benefits (financial and non-financial).
- RAID: Ensure the creation and execution of a risk control framework, including risk identification, definition and triggers. Conduct a risk assessment and consider risk controls and mitigation. All risks, assumptions, issues and dependencies are accurately captured and entries are valid and up to date with supporting commentaries.
- Interact with stakeholders to fully understand any issues and gather requirements and get changes approved.
- Support governance forums providing status updates, and secure project decisions and approvals, escalating issues where necessary.
- Lead working groups to support the change
- Draft status reports and present updates
- Ensure results and insights from projects are shared with key stakeholders to inform strategic adaptations and future planning.
- Facilitate the performance of quality assurance testing, user acceptance test execution and migration plans
- Ensure business readiness and oversee that changes are successfully deployed and embedded within the business, with full adoption by relevant teams.
- Draft handover and project closure communications.

#### **Business Analyst**

Regulatory project to address areas of improvement that were internally identified as part of the information requests received from the skilled person.

- Worked on a regulatory project end-to-end - from initiation to implementation
- Produce stakeholder maps
- Mapping of group financial crime processes: AS IS and TO BE process maps using Ms Visio and IBM Blueworks
- Document strategy for operational maintenance of the process maps
- Multi-jurisdictional meeting facilitation with stakeholders to elicit requirements, conduct gap analysis, write impact assessment and support implementation
- Maintain RAID log
- Draft training and procedure SOP
- Deputy manager for US implementation of requirements
- Support UK implementation of requirements

**Lead Business Analyst - Identity / Fraud Digitisation  
Post Office Finance**

**Jan 2018 – March 2023**

- Strategy and initiative definition to implement Project Increment PI planning
- Project management in an unstructured environment including defining a clear low level strategic roadmap with all expected events listed and associated to a timeline as well as resource that will execute each of the tasks
- Agile delivery methodology (Daily Stand Ups, Sprint Planning, Sprint Review, Sprint Retro); writing User Stories with Acceptance Criteria in Jira • Cross squad collaboration with delivery partners, subject matter experts in eliciting, translating, clarifying requirements and managing rapid changes
- Effective planning, co-ordination, communication, cross squad collaboration with stakeholders across the bank as part of dependency management
- Support the execution of a remediation programme to uplift Fraud controls • Performed threat assessment, Fraud risk assessment and mitigation
- Carried out Vendor analysis to determine best third-party Fraud solution
- Elicit requirements and produce comprehensive Business Requirements, Functional and Non-Functional Requirements; apply Traceability Matrix
- Produce stakeholder maps, AS IS and TO BE process maps, process failure and effects analysis, gap and option analysis; maintain RAID logs

**Lead Business Analyst - Financial Crime - KYC/ EDD  
Deutsche Bank**

**Jan 2017 – Dec 2017**

**Project: Used python to extract and transform data from Excel to Azure Data Lake, after which a dashboard was created using Power BI to allow team managers to view the data and benchmark their team against key performance indicators.**

- Led end to end delivery of client onboarding simplification project through full digitisation of onboarding and EDD journey, escalation of high-risk cases, governance, Periodic Review & Event Driven Reviews – EDR
- Owned and led end to end business analysis activities from requirements definition to delivery, ensured highest standards of accuracy & completeness
- Managed relationships with multiple internal and external stakeholders
- Captured, validated, documented business and system requirements, ensured alignment with key strategic principles, objectives and key results - OKRs
- Conducted and supported feasibility / solution options and impact analysis
- Created process maps, wireframes and developed operating models
- Contributed to traceability of business requirements to future-state design
- Identified, tracked, managed, mitigated project Risks, Assumptions, Issues & Dependencies
- Worked with Risk and the business to enhance ABC policies and procedures
- Supported design and creation of a one stop U/I dashboard for payment controls, Gifts and Entertainment, third parties and whistleblowing
- Delivered training to relevant stakeholder on the functionality of the tool

**Lead Business Analyst - (KYC/AML)  
Commonwealth Bank of Australia**

**Feb 2015 - Jan 2017**

- **Project 1** - Solutionise a global KYC initiative across multiple CBA branch jurisdictions (UK, US and Australia). Created a global operating procedure considering regulatory requirements of each jurisdiction, outsourcing part of the global KYC periodic review population to a third party vendor
- Liaised with heads of KYC teams in multiple jurisdictions by way of weekly strategy conference calls and progress calls to elicit and validate requirements
- **Project 2** – Elicited requirements and conducted gap analysis to build a new client lifecycle management system - CLM, a ‘one stop shop’ system that can be used in multiple jurisdictions and by multiple squads for MI orchestrations
- Process improvement on data cleansing. Eliminated the manual process of using 4 & 6-eye checks to find gaps in data thereby improving data quality
- **Project 3** – Implemented an escalation process between KYC analysts and relationship bankers to create a single request system for further documentation to complete KYC for client groups (parent company and their subsidiaries)
- Streamlined end to end on-boarding process for Banks, Corporate clients, and Non-Bank FT's as part of a process improvement project for the purpose of on-boarding new clients/remediating existing client profile for simplification
- Organised daily clarifications and defect calls with the technology team during the development and design stage, managed resolution of defects
- Regularly facilitated workshop to elicit requirements from various stakeholders including Front Office, Compliance and Credit team
- Documented requirements using Use Cases and Requirements Catalogue
- Designed process maps & wireframes for requirements using Excel and Visio
- Interpreted business requirements, producing deliverables for all change phases whilst identifying and communicating any constraints/limitations