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LEE JOHNSTON

Technology Consulting | Product Management |Business Analyst

SUMMARY

Lee is an agile business analyst who has experience working in collaborative, multi- disciplinary and distributed team environments. An effective communicator with a proven ability in building rapport across the stakeholder spectrum, functioning as the bridge between the customer and the delivery team. Lee encourages the adoption of agile principles, keeping user needs in mind, designing and testing early and keeping the concept of a minimum viable product at the forefront.

EXPERIENCE

Kainos – Senior Associate - Business Analyst (October 2016 – Present)

Lee is aligned with the digital services business unit focusing on the delivery of public sector projects from initial discovery right through to the delivery of alpha, beta and go live releases. A champion for users, Lee works to ensure user needs are being met, whilst ensuring the products being built are simple, intuitive and that value is being delivered all round.

- Lee works alongside stakeholders to identify the vision of the product, what the goals are and how they align with the needs of users. This will feed into and drive what the MVP and roadmap looks like.
- Collecting and analysing data (both quantitative and qualitative) to make informed decisions, and ensuring they are clearly communicated with stakeholders.
- Works closely with the multidisciplinary team, stakeholders and product owner to access risk, complexity, effort, and establish priority in the backlog. Continuously refines the backlog with the teams to ensure there is a shared understanding of the stories and designs.
- Provide updates (either in person or via video calls) to senior stakeholders through sprint reports, release notes and end of sprint demos. Lee holds separate playback sessions to share updates on story progress, gaining upfront approval prior to the 'thing' being built incorrectly.
- Lee has been involved in coaching both colleagues and the customer in agile ways of working, introducing tools, concepts and new ways of working that were otherwise unfamiliar.
- Model business processes and facilitate workshops / discussions to understand current processes, pain points and validate assumptions, requirements and business needs.
- In addition to holding three-amigo sessions to create tests maps, Lee sits with the PO to review and test the acceptance criteria prior to sign-off.
- To address defects, Lee holds weekly calls with our technical architect, product owner and test leads to review and prioritise issues in the backlog with considerations on impact and value.
- Working concurrently across two scrum teams has forced Lee to delegate work and build strong working relationships.
- To manage dependencies, Lee maintains a RAID log, which is shared and collaborated with the customer at regular intervals such as during stand-ups and refinements.

Deloitte Digital - Consultant - Business Analyst (September 2014 – October 2016)

Lee was involved in the delivery of small, medium and large scale applications varying between public sector projects, enterprise software implementation and the development of bespoke applications. Lee was involved in aspects of strategy, design, development through to implementation, where he successfully delivered several projects.

- Organised and facilitated the delivery of workshops to: understand AS-IS processes, pain points and extract business / user needs. Similar techniques were used to help the senior delivery team define the vision and roadmap for the product.
- Works in a multidisciplinary team of designers, developers and stakeholders to build a backlog of requirements. To ensure clarity and test coverage Lee ran three amigo sessions.
- Involvement in business engagement activities including running product demos, blogging, speaking at universities, developing and delivering training, responding to opportunities and helping with recruitment.
- Producing a list of deliverables to including information architecture diagrams, wireframes, user journeys and process maps (as-is / to-be).
- Responsible for managing the product backlog and teams Kanban boards through refinement, prioritisation and sprint planning sessions. Lee ran the sprint retrospectives, focusing not only on improvements but escalating issues and celebrating successes, recognising team achievements.

New York eHealth Collaborative – Interface Engineer (January 2014 – September 2014)

The New York eHealth Collaborative (NYeC) is a not-for-profit organisation who assist healthcare providers in making the shift to electronic health records.

- As an engineer / analyst, Lee worked closely with both business analysts, project managers and technical experts to translate requirements into technical IHE profiles or HL7 specifications.
- Lee developed test case scenarios and performed Q&A with client pre, during and post implementation.
- Lee provided general support for clients, tracking errors and resolving issues in a timely manner, within SLAs and escalating any risk or issues with senior management.

Tools:

Jira, Confulence, Trello, Pivotal Tacker, MS Office Suite (inc Visio), Google Suite, QGIS, Sketch, Adobe Photoshop, HTML, CSS.

EDUCATION

University of Ulster, Coleraine

| September 2012 – September 2013 | MSc Professional Software Development (Pass) |
| September 2008 – June 2012 | BSc (Hons) Business, Leisure and Event Management, second class honours upper division (2:1) and the diploma in Professional Practice. |

Bangor Academy & Sixth Form College

| September 2006 – June 2008 | A' Levels in: PE (B), Geography (C) & ICT (B) |
| September 2001 – June 2005 | GCSE's 7 subjects A-C including Math's and English |

INTERESTS

Lee enjoys socialising, cooking, travelling and being active. He is an active member within his rugby club. In addition, he is also a keen skier, when funding permits. Outside of work, Lee regularly attends product, and developer related meet-ups, and has participated in several hackathons. He is a member of the Young Influencers group and an active participant in the US-NI Alumni group, which he was previously a participant.