



# Sarah Toulson

## Senior Business Analyst

### Key Skills

Stakeholder Management, Requirements Elicitation, Process Mapping and Engineering, Workshop Facilitation, Change Management, Business Due Diligence, Issues and Root Cause Analysis, GAP analysis

### Software knowledge

MS Office Suite, MS Visio, MS Project, JIRA, MIRO, Nintex Mapping, Power Platform

### Qualifications

BCS - Certificate in Business Analysis Practice  
BCS - Certificate in Requirements Engineering  
BCS - Foundation Certificate in Business Change  
Chartered Insurance Institute (CII) - Certificate of Financial Planning (CFP1)  
Nottingham Trent University  
Degree Name Bachelor of Arts (BA Hons)  
Field Of Study History

## Summary

I am a Senior Business Analyst with a large industry experience spanning from Financial Services right through to Manufacturing. I am methodical and meticulous and thrive in the detail, with a pragmatic and organised approach to IT delivery. My passion is working with people, from shop floor to exec board, to understand process and achieve business improvement. Friendly, supportive and collaborative, I add energy and drive to a project team.

## Approach

We love helping businesses work out what technology can do for them. We'll work with and alongside you to get the right results, and on the way we'll learn and grow together. We believe in the power of inspired innovation, meaningful change and collective success.

## Experience

### FluidIT Consulting - Senior Business Analyst

#### Mar 2021 - Present

- Process mapping as-is and engineering to-be processes within multiple organisations, from manufacturing to healthcare services to drive efficiencies.
- Requirements elicitation and documentation, to assist with new supplier selection processes, IT due diligence reviews and to support business change.
- Issue analysis, identifying and prioritising pain points within business operations.
- Operating as the detail owner within projects.

### Hermes Europe GmbH - Business Analyst

#### Jun 2016 - Sep 2017

- Lead BA on high-profile IT digital transformation project, delivering new hardware and software to nationwide satellite locations. Capturing and documenting business and system requirements, working with stakeholders and suppliers to drive business change and support implementation.
- HR digital implementation project - documenting requirements, capturing dependencies, mapping existing processes and preparing for new supplier selection process.

### OneFamily - Business Analyst

#### Jul 2010 - May 2016

- Lead BA on financial services acquisitions, performing pre-merger Due Diligence, capturing business processes, support creation of user guides and training plans and identifying process inefficiencies to create a prioritised issues backlog in preparation for software amalgamation.
- Managing complex government legislative changes, assessing impact, identifying and gathering requirements for process change, supporting business change.