

James Harrison

james.harrison.pro@gmail.com | +44 161 496 0123

PROFESSIONAL SUMMARY

Senior Software Analyst with over 8 years of experience specialising in ERP system integration and large scale requirements elicitation. Proven track record of reducing project delivery cycles by 15 percent through optimised documentation workflows and bridging communication gaps between C-suite stakeholders and engineering teams.

WORK EXPERIENCE

Senior Software Analyst | CloudStream Solutions | Manchester, UK

Mar 2019 - Present

- Led the requirement elicitation phase for a multi-tenant SaaS platform, resulting in a 30% increase in user retention over 12 months.
- Authored over 150 detailed functional specifications that guided a team of 12 developers through a complex architecture overhaul.
- Optimised the UAT process by implementing automated feedback loops, reducing the final testing phase duration by 3 weeks per release cycle.
- Managed a project budget of £850,000 and ensured all deliverables were met 10% under budget through rigorous scope control.
- Facilitated weekly synchronisation meetings between product owners and engineers to resolve technical debt issues affecting 100k+ users.

Software Requirement Analyst | Global Data Systems | Leeds, UK

Jun 2015 - Feb 2019

- Spearheaded the analysis of legacy database migrations, which improved data retrieval speeds by 40% across the organisation.
- Developed a comprehensive traceability matrix that linked 500+ business requirements to specific test cases, ensuring 100% test coverage.
- Reduced post-deployment bug reports by 22% by introducing more rigorous edge-case analysis during the design phase.
- Collaborated with UX designers to translate wireframes into technical constraints for the front-end development team.
- Conducted training sessions for 200+ internal users on new software functionalities, achieving a 95% satisfaction rate in post-training surveys.

Junior Programmer Analyst | InnovaTech UK | London, UK

Aug 2012 - May 2015

- Assisted in the documentation of system requirements for internal HR tools, supporting a workforce of 5,000 employees.
- Debugged and resolved 50+ critical application errors by analysing code logic against original specification documents.
- Contributed to the successful launch of a mobile internal reporting app by conducting rigorous cross-browser and cross-platform testing.
- Maintained technical documentation in Confluence, ensuring all system changes were recorded for future compliance audits.

EDUCATION

The University of Manchester | Master of Science | IT Management and Business Change

Sept 2010 - May 2012

University of Sheffield | Bachelor of Science | Computer Science

Sept 2006 - May 2010

SKILLS

UML Modelling, Business Process Mapping, User Story Mapping, Functional Specifications (FSD), GAP Analysis, SQL, JIRA / Confluence, Postman (API Testing), Microsoft Visio, Enterprise Architect, Agile / Scrum, SDLC Management, DevOps Alignment, Regression Testing, UAT Coordination

CERTIFICATIONS

BCS International Diploma in Business Analysis | BCS, The Chartered Institute for IT (Nov 2021)

Certified Scrum Product Owner (CSPO) | Scrum Alliance (Apr 2018)

LANGUAGES

English (Native)

French (Fluent (C1))

ACTIVITIES

Volunteer Mentor

Mentoring undergraduate computer science students on system design and career pathing.

Tech Conference Speaker

Presented on 'Bridging the Gap: Effective Requirement Elicitation' at digital tech expos.