# Adam Khan

**BUSINESS ANALYST | DIGITAL TRANSFORMATION | PROCESS IMPROVEMENT**

Glasgow, UK (open to UK remote/hybrid) | +44 7398 823967 | adamkhan7867@gmail.com | linkedin.com/in/akhans

## PROFILE

Business Analyst with project-based experience in CRM and customer onboarding, workflow analysis and service improvement. Holds the BCS Foundation Certificate in Business Analysis and a background in product design and UX. Skilled in stakeholder discovery, requirements elicitation and documentation, BPMN and UML process modelling, user stories, wireframing and UAT. Takes a user-centred approach to clarifying business needs, identifying process gaps and translating findings into clear requirements and practical recommendations.

## CORE SKILLS

Business analysis: Stakeholder engagement | Requirements elicitation and traceability | User stories and acceptance criteria | MoSCoW prioritisation | Business case development | Gap and risk analysis | Root cause analysis

Process and delivery: BPMN | Use case modelling | Current- and future-state analysis | UAT planning and execution | Change impact assessment | Wireframing and prototyping

Tools: Jira | Confluence | Trello | Balsamiq | Figma | Draw.io

## CAREER HIGHLIGHTS

- **CRM and Onboarding Transformation:** Built the business case for a new CRM for an independent training provider, wrote 9 user stories and a 26-item requirements catalogue with wireframes, and recorded 35 UAT outcomes to define outstanding work for handover.
- **Advertising and Sponsorship Process Redesign:** Mapped the sponsor-to-broadcast process at Radio Ramadan UK, defined 19 user stories and 14 test scenarios, and prototyped a Trello workflow bringing owners, approvals and deadlines into one view.
- **Live Event Process Reviews:** Applied gap and risk analysis to event readiness and incident response at G4S; readiness checks completed before events rose from 85% to 95% over six months.
- **Customer Requirements at Volume:** Managed 20+ customer design projects a month at Nobia, capturing requirements and managing change requests through to client sign-off.

## WORK EXPERIENCE

### Caldwell Foster Advisory — Mar 2026 – Jun 2026

**Business Analyst (Contract) | CRM and Customer Onboarding Transformation**

Client project examining lead management and customer onboarding processes for an independent training provider.

**Key Contributions:**

- Conducted stakeholder analysis and took part in discovery interviews and workshops with client representatives across sales and operations to map how enquiries, conversions and onboarding were managed.
- Developed the business case using SWOT and gap analysis, comparing three CRM options and recommending ActiveCampaign within a £97k budget, including a forecast 18% first-quarter revenue increase as a target for the ongoing team to track.
- Mapped the current onboarding process end-to-end in BPMN, identifying process gaps, then modelled the proposed future state using a UML use case diagram to align stakeholder understanding.
- Authored 9 user stories with acceptance criteria and built 13 wireframes for stakeholders to review and validate the proposed experience before development.
- Maintained a 26-item CRM requirements catalogue and recorded 35 UAT outcomes: 27 passed (77%) and 8 failed, giving the team a clear view of outstanding items for handover.
- Produced the end-of-project report and handover pack, covering open requirements and test findings for the ongoing delivery team.

### G4S Secure Solutions UK — Jan 2026 – Present

**Security Process Officer | Event Process Review Assignments**

Operational security role at live football and concert venues, with process review work alongside on-site duties. Improvements were tracked and reviewed in management debriefs after events.

**Key Contributions:**

- Reviewed the As-Is event readiness process through patrols and direct observation, covering equipment checks, administration and on-site operations.
- Used gap and risk analysis to identify missed checks and process weaknesses, prioritising recommendations by operational risk for a clearer To-Be readiness process.
- Reviewed incident response from observation through escalation and record-keeping, sharing findings with management; average escalation time fell from 15 to 10 minutes (33%).

### Radio Ramadan UK — Jun 2025 – Dec 2025

**Business Analyst (Volunteer) | Advertising and Sponsorship Process Improvement**

Community radio station; improving how advertising and sponsorship requests move from enquiry to broadcast.

**Key Contributions:**

- Conducted stakeholder analysis and gathered requirements from management, commercial sponsors and internal production teams, documenting pain points, ownership gaps and approval bottlenecks across the sponsorship lifecycle.
- Mapped the current and proposed process from initial sponsor enquiry through advert production to broadcast using BPMN swimlane diagrams, and wrote a business case recommending the existing Trello workflow be standardised.
- Defined requirements for bookings, advert briefs, client approvals and broadcast scheduling, then decomposed them into 19 user stories with acceptance criteria and 14 traceable test scenarios.

- Built a Trello workflow prototype with a booking template and checklist, showing status, ownership and deadlines for each booking.

**NewsTeam Group** **Jan 2025 – Jun 2025**
**Process and Logistics Analyst (Contract)**
Independent contract covering newspaper distribution operations.
**Key Contributions:**
- Planned and sequenced delivery routes, maintained records and resolved customer issues; 98% of scheduled deliveries were completed on time, and average route completion time fell by 15 minutes (10%).

**Nobia UK** **Feb 2022 – Jan 2025**
**Kitchen Designer**
Retail customer design from first consultation through to final sign-off.
**Key Contributions:**
- Managed 20+ active customer design projects per month, conducting structured consultations to capture preferences, measurements, spatial constraints and budget.
- Translated captured requirements into design proposals and managed iterative feedback and change requests through each revision cycle; improved feedback tracking and follow-up reduced design revision turnaround by 15%, with project records maintained through final client sign-off.

**Scottish Tech Army** **Aug 2021 – Feb 2022**
**UX Designer (Volunteer)**
Agile product team delivering a data dashboard for Tampon Taxi, a charitable initiative.
**Key Contributions:**
- Contributed to discovery and design sprints, gathering user needs and building wireframes and clickable prototypes to support product decisions.

**Thales UK** **Nov 2019 – Aug 2021**
**Business Solutions and UX Analyst**
Defence and aerospace; interface concepts for mission-planning software used by trained operators.
**Key Contributions:**
- Translated mission-planning requirements into interface concepts, iterating through design-thinking workshops and structured user testing.

## BA PROJECT EXPERIENCE

**The BA Mentor** **2026**
**Business Analyst**
*Mentor-led simulation of an end-to-end multi-factor authentication rollout for a fictional insurer, from discovery to UAT planning.*
**Key Contributions:**
- Conducted current-state discovery and stakeholder analysis to define the business problem, assess impacts on user groups and shape project scope.
- Defined layered requirements from business objectives through functional requirements and user stories, with traceability linking requirements to test cases.
- Planned UAT for go-live, defining test scenarios and mapping them to acceptance criteria.

## EDUCATION AND CERTIFICATIONS

**BSc (Hons) Product Design** | University of Dundee | 2019

**BCS Foundation Certificate in Business Analysis** | 2026