

## **KALIEL BLACKSTONE, BSc**

**Business Analyst | Digital Transformation | Platform Delivery | Process Optimisation**

**Open to Contract Engagements | Remote | Immediate Availability |**

Phone: +44 7440 113247 | Email: Cnsult.ing@outlook.com | British Citizen

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### **PROFESSIONAL SUMMARY**

Business Analyst with over 15 years' experience supporting digital transformation and platform delivery across telecoms, financial services, eCommerce and regulated industries. Experienced in requirements gathering, stakeholder engagement, business process modelling and supporting complex system integrations. Comfortable working with both business and technical teams to translate business needs into clear requirements and practical solutions that improve operational efficiency and customer experience.

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### **KEY PROJECT HIGHLIGHTS**

#### **Global eCommerce Platform Transformation – Dyson**

Supported migration from Magento/Sitecore to SAP Hybris across multiple APAC markets, working with engineering teams to define integrations between CMS, ERP and payment platforms.

#### **Cross-Border Payments Platform Optimisation – Tetrad Pay**

Reviewed and redesigned onboarding and operational workflows within a cross-border payments platform, reducing manual processing by around 25%.

#### **Enterprise Commerce Platform Migration – TUI Group**

Part of a digital commerce transformation programme migrating legacy platforms to SAP Hybris across Nordic markets, helping improve booking and checkout journeys.

#### **Mobile Wallet & Contactless Payment Integration – Vodafone**

Supported the development of NFC mobile wallet capabilities and EMV contactless payment functionality across telecom digital services.

#### **Gaming Platform Compliance & Payment Enhancements – Ladbrokes**

Worked on payment compliance updates and platform improvements within a regulated gaming environment.

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### **CORE BUSINESS ANALYST CAPABILITIES**

Requirements Gathering | Stakeholder Engagement | Workshop Facilitation  
Business Process Modelling (BPMN) | As-Is / To-Be Analysis | Gap Analysis  
Functional Documentation | User Stories & Backlog Management | Business Case Support  
UAT Planning & Execution | Release Coordination | Data Analysis | Critical thinking

## **TOOLS & TECHNOLOGIES**

Jira | Confluence | Azure DevOps | ServiceNow | SQL | Microsoft Excel | Power BI | Tableau | Visio | Lucidchart | Miro | Salesforce | SAP S/4HANA | SAP Hybris | AWS.

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## **DELIVERY ENVIRONMENTS**

Agile (Scrum / Kanban) | SAFe | Hybrid SDLC | Waterfall Delivery | API Integrations | Microservices Architecture | Payment Platforms | Digital Commerce Platforms (SAP Hybris, Magento) | Cloud Environments | Data & Reporting Platforms.

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## **PROFESSIONAL EXPERIENCE**

### **London Business School — Senior Business Analyst (Contract) | 2025**

Supporting improvements to admissions and enrolment processes across systems used to manage more than 2,000 applicants annually, including the introduction of AI-enabled workflow and data analysis capabilities to improve operational efficiency.

#### **Key Contributions**

- Reviewed and redesigned admissions workflows, reducing manual processing by approximately 20%
- Facilitated workshops with academic, finance and IT stakeholders to identify opportunities for process improvement and automation
- Supported the introduction of AI-assisted data analysis and workflow optimisation to improve application processing and reporting accuracy
- Produced workflow documentation and process models using Visio and Lucidchart
- Coordinated backlog refinement, sprint planning and UAT using Jira and Confluence
- Improved reporting reliability across Salesforce CRM integrations

Impact: Streamlined admissions operations, improved data visibility, and supported the adoption of AI-assisted process improvements within the admissions platform.

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### **Tetrad Pay — Senior Business Analyst | 2023 - 2025**

Worked on operational improvements and platform enhancements for a cross-border payments and digital wallet platform.

#### **Key Contributions**

- Redesigned onboarding workflows reducing manual compliance and operational processing by around 25%

- Documented functional requirements for payment processing and transaction monitoring improvements
- Worked with engineering teams on API integrations
- Managed backlog items using **Jira**
- Used **SQL and Excel** to analyse operational data

**Impact:** Reduced operational workload and supported platform scalability.

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### **TUI Group — Technical Business Analyst / Product Owner |2022 – 2023**

Part of a digital commerce transformation programme supporting migration to SAP Hybris across Nordic markets.

#### **Key Contributions**

- Managed backlog prioritisation and user stories using **Jira and Confluence**
- Supported migration from legacy systems to **SAP Hybris**
- Improved booking and checkout journeys reducing friction
- Facilitated collaboration between product, engineering and regional teams

**Impact:** Supported successful rollout of a modern commerce platform.

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### **Dyson — Technical Business Analyst | 2021 – 2022**

Supported global digital commerce transformation across APAC markets.

#### **Key Contributions**

- Worked on migration from **Magento/Sitecore to SAP Hybris**
- Documented integrations across CMS, ERP and payment platforms including **Stripe and Adyen**
- Supported **UAT and release readiness**
- Produced business process documentation using **Visio**

**Impact:** Helped deliver a scalable global eCommerce platform.

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## EARLIER CONTRACT ENGAGEMENTS

- **Access Bank — Agile Business Analyst**  
Supported improvements to digital banking platforms and card payment infrastructure across multiple markets.
- **Vodafone — Lead Business Analyst**  
Delivered business analysis supporting telecom mobile wallet and digital payment initiatives including NFC wallet and EMV contactless functionality.
- **BT / EE — Business Analyst**  
eCommerce platform transformation and payment integrations across consumer and B2B digital platforms.
- **ASOS — Business Analyst**  
Mobile commerce optimisation and global expansion initiatives across international digital retail markets.
- **Virgin Trains & South Western Railway — Business Analyst**  
Digital ticketing and payment platform improvements supporting operational rail services.
- **Ladbrokes — Business Analyst**  
Payment compliance enhancements and platform updates within a regulated online gaming environment.

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## INTERNATIONAL DELIVERY EXPERIENCE

United Kingdom | European Union | Nordics | Sub-Saharan Africa | APAC