

Neil Hume, PMP, CBAP

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BUSINESS ANALYST | PROJECT MANAGER | LEADERSHIP AND AGILE COACH

Adaptable project and systems professional specializing in Business Analysis and Project Management, adept at orchestrating successful projects and driving organizational excellence. Proven leader and coach, employing coaching techniques to orchestrate successful projects and drive organizational excellence. Skilled in cultivating strong stakeholder relationships across all levels of the business, empowering teams to achieve optimal outcomes.

COMPETENCIES

Strategic Planning | Stakeholder Collaboration | Project Management | Risk Management | Coaching | Mentoring
Requirements Elicitation and Analysis | Data Analysis | Process Improvement | Gap analysis | User Stories |
Workshop Facilitation | Quality Assurance | Dependency Management | Change Management
User Acceptance Testing | Agile/Scrum, Waterfall, and Hybrid Methodologies | SDLC

PROFESSIONAL EXPERIENCE

Your Future Coaching LLC (Self-employed) – New Jersey Leadership and Business Coach

May 2024 - Present

Focused on enabling clients to achieve their career goals. Offering team business coaching with a focus on process improvement and elevating team members to success.

Oxford University Press – New York, NY Senior Business Analyst | May 2020 – May 2024 Workplace Coach | October 2021 – May 2024 Business Analyst | March 2017 – May 2020

September 2014 – May 2024

Managed a team of BAs and delivered a wide variety of projects in an Agile environment with global cross-functional teams across enterprise and product systems, including Marketing and eCommerce (b2b and b2c – Shopify, Eventbrite, Integrations to ERP), CMS, data flow and reporting, HR systems (UKG Pro, SuccessFactors), order management (OTC, subscriptions), ERP (SAP, Advantage), Finance, Salesforce CRM, production workflow, access control, ensuring delivery alignment with ITSM processes.

- Strategy and problem-solving – clarifying strategic goals and resolving issues on projects that needed course correction by analyzing the situation and determining best actions and alternative approaches considering the wider strategy, leading to faster resolution and delivery, or a change of direction.
- Team Management - implemented a coaching-based approach to management of a BA team, positively impacting employee satisfaction while managing KPIs for goal setting and performance reviews.
- Mentored a new Product Owner alongside providing Business Analysis expertise.
- Conducted system demonstrations, designed and delivered training, and coordinated user guide creation, leading to adoption of improved processes and swift software benefit recognition.
- Developed best practices for Business Analysis leading to consistency and continuous improvement in fully understanding requirements and liaison between business teams and technology teams.
- Coached employees across the business and around the world to develop career plans and to improve skills and work relationships and delivered group coaching sessions for managers.

Business Analyst | Project Manager, September 2014 – March 2017

Delivered small to medium-sized global and local projects as a Project Manager and Business Analyst using Waterfall methodology.

- Implemented Percolate-SaaS marketing tool, leading to greater reuse and distribution of Marketing materials.
- Managed eCommerce projects, electronic signature implementation and configuration, migration of Salesforce orgs, UltiPro (UKG) module roll out, and development of an interim Production tracking system fulfilling business needs and increasing efficiency.

**Cambridge University Press – New York, NY
Business Systems Analyst | Project Manager****September 2006 - September 2014**

Overall responsibility for order management operations and finance systems along with relevant interfaces and reports, including business analysis, software development, managing vendors, project management and solution design.

- Technical Project Manager, Business Analyst, and Solution Architect for distribution move from internal warehouse to 3rd-party provider, delivering within a tight schedule and under budget, leading to significant cost savings.
- Rebuilt data lost following a drive failure where last backup was 4 days prior, getting the business back online within 2 business days.

ADDITIONAL RELEVANT EXPERIENCE**Klopotek – New York, NY
Implementation Consultant**

Performed implementation management including customer requirements consultation, data migration mapping and testing.

**Ingenta – Northwood, UK and Somerset, NJ
Software Consultant | Programmer Analyst**

Conducted requirements gathering, software development, and implementation across multiple platforms partnering directly with customers. Customer training in order processing and order management software.

EDUCATION**Bachelor of Science (BSc) – Honors in Mathematics**

University of Bristol, UK

Post-Graduate Certificate of Education

University of Bristol, UK

CERTIFICATIONS AND TRAINING

IIBA CBAP Certified Business Analyst since January 2024
EMCC Coaching accreditation since August 2023
SAFe® 4 Agilist (July 2017 – 2018)
PMI PMP Certified Project Manager since January 2012
Certified Enterprise Agile Coach (ICP-ENT) since June 2024

Training completed: Product Owner, Scrum Master, Power BI, Azure DevOps, Python

TECHNICAL SKILLS

Jira, Confluence, Visio, MS Office tools (PowerPoint, Excel, Project, etc.), Collaboration tools such as Miro, SQL ITSM/ITIL, VBScript, Gherkin Syntax, UML, Business Process Modeling Notation (BPMN), ServiceNow, XML Power BI, HTML, CSS, JSON, API technology, Postman, Python

VOLUNTEER ACTIVITIES

President (2018/19) and Treasurer (2023/24) for Raritan Valley Road Runners (non-profit)
Race Director for Highland Park Run in the Park 5k and kids races since 2014