

Kingsley Okoeri

Business Systems Architect | Product Owner | Senior Business Systems Analyst

Vaughan, Ontario, Canada | Open to UK consulting and remote international engagements | kingsley@okoeri.com | 437-982-4440 | okoeri.com | linkedin.com/in/kingsley-okoeri

PROFESSIONAL SUMMARY

Business Systems Architect and Product Owner with 9+ years of experience turning complex workflows into integrated digital systems across education, healthcare regulation, finance, consulting, and public-sector environments. Strong record leading requirements strategy, access control and personalization, payment workflow improvement, SaaS/API integrations, UAT, launch readiness, and adoption. Open to UK consulting and remote international engagements.

CORE CAPABILITIES

Business Systems Architecture Workflow redesign, business rules, integration mapping, platform evaluation, process optimization	Product Ownership Roadmaps, backlog refinement, feature prioritization, release planning, stakeholder alignment
Requirements Strategy Audience-specific requirements, acceptance criteria, RTM, BPMN, UML, JAD facilitation	Technical Collaboration API documentation, SaaS integration, SQL/PostgreSQL familiarity, Jira, Xray, Confluence
Launch and Adoption UAT, launch readiness, training inputs, change management, post-launch feedback loops	International Consulting Fit Open to UK consulting, remote coordination, cross-functional delivery leadership

SELECTED TRANSFORMATION PROJECTS

Digital Membership Experience Transformation | Royal College of Physicians and Surgeons of Canada

Helped bring the 'ME' in DMET to life by moving an AEM member portal from one-size-fits-all access to personalized, audience-based member journeys.

- Coordinated cross-functional delivery across front-end, middleware, backend, finance data, and reporting teams.
- Gathered and clarified audience-specific requirements for Fellows, Resident Affiliates, MOC Program Participants, Exam Candidates, and Applicants.
- Helped define the closed user group model and refined Access Control Lists across key audiences.
- Aligned MOC premium service access to payment completion before activation, supporting stronger revenue capture.
- Supported launch readiness for a personalized portal experience that received positive feedback from leadership and members.

Payment Portal and Interac Integration | Sheridan College

Modernized bursary disbursement by replacing manual cheque workflows with an integrated payment process.

- Documented payment workflow requirements, business rules, API/integration needs, and data mapping requirements.
- Supported delivery of a payment integration that improved bursary disbursement speed by 70%.

Admissions Platform Optimization | Sheridan College

Improved backend processing for admissions workflows and applicant experience.

- Analyzed admissions workflows, identified bottlenecks, defined backend requirements, and supported UAT.
- Contributed to platform improvements that reduced application processing time by 40%.

PROFESSIONAL EXPERIENCE

Senior Business Systems Analyst | Sheridan College | August 2022 - Present

Support digital transformation across payments, internal applications, vendor invoicing, admissions, enterprise platforms, and cross-functional delivery.

- Translate business needs into implementation-ready requirements, workflows, business rules, technical specifications, and API documentation.
- Coordinate with IT, Finance, Admissions, vendors, and business stakeholders to evaluate solutions aligned to enterprise architecture, security, accessibility, and policy standards.
- Automated vendor invoice workflows using business logic and third-party API integration, improving processing speed and vendor responsiveness.
- Led third-party SaaS billing integration that delivered \$55K in cost avoidance and improved transaction throughput.
- Developed requirements for backend-enabled ticketing and reporting systems, including real-time seat allocation and automated reporting.

Business Systems Analyst | Improvtek Consulting Inc. | March 2021 - July 2022

Delivered business systems analysis across inventory management, e-commerce enhancement, and procurement automation initiatives.

- Captured business and functional requirements, facilitated JAD sessions, and modeled workflows using BPMN and UML.
- Delivered 43% efficiency gain in inventory tracking and supported a 35% increase in e-commerce processing speed.
- Created RTMs, supported UAT execution, trained users, and guided adoption of new system functionality.
- Conducted cost-benefit analysis and collaborated with IT teams to guide system configuration and development.

Business Analyst | Abuja Investment Company Limited | May 2018 - March 2021

Supported public-sector and commercial digital platforms through requirements, backlog management, testing, training, and post-launch support.

- Led requirements and delivery coordination for an e-commerce app that registered 53,500+ users in six months during the COVID-19 pandemic.
- Enhanced a Business Directory Portal through user stories, requirements, and technical documentation for improved user experience.
- Facilitated stakeholder sessions, managed product backlogs, coordinated testing, and supported adoption across departments and partners.

PRODUCT LEADERSHIP

Founder, Product Owner and Solutions Architect | Boursepad | March 2024 - Present

Founded and led a mobile product helping students discover educational and scholarship opportunities, available on Google Play and the App Store.

- Defined product vision, roadmap, feature priorities, and technical requirements; collaborated with developers on backend infrastructure.
- Managed releases, feedback cycles, support processes, and product improvements using Agile practices.
- Demonstrated end-to-end product ownership from community need through public launch and post-launch iteration.

EDUCATION AND CERTIFICATIONS

Certified Business Analysis Professional (CBAP), IIBA | Advanced Certified ScrumMaster (ACSM), Scrum Alliance | Certified ScrumMaster (CSM), Scrum Alliance | ITIL v4 Certified | AWS DevOps Foundations | Salesforce Trailhead, 7 badges | Health Informatics, George Brown College | Doctor of Optometry, University of Benin