

BOLUWATIFE OLAPADE

Business Analyst | AI & Digital Solutions | CBAP | PSPO II

Lagos, Nigeria • +234 814 605 4500 • olapadeben@gmail.com • [linkedin.com/in/boluwatife-olapade](https://www.linkedin.com/in/boluwatife-olapade) • bit.ly/m/boluwatife

PROFESSIONAL SUMMARY

CBAP-certified Business Analyst with 4 years in banking, payments and AI-powered products. At Access Bank I lead requirements end to end on concurrent initiatives, from discovery workshops and process redesign to traceable requirements, Agile refinement and SIT/UAT sign-off with business, vendor and technical teams. I also write requirements and specifications for AI products, grounded in a practical view of what LLMs can and cannot do: structured outputs, guardrails, success metrics, model monitoring and Responsible AI controls. I coach new BAs, PMs and interns.

CORE COMPETENCIES

Business Analysis: Requirements elicitation, analysis and validation; solution requirements documents, functional and non-functional specifications, use cases, user stories and acceptance criteria; requirements traceability and change control; gap analysis; data analysis and reporting

Process Modelling: BPMN, swimlane diagrams, current- and future-state process maps, customer journeys; Draw.io, Lucidchart, Miro, FigJam, Excalidraw

Agile Delivery & Testing: Scrum, backlog refinement and prioritisation, Definition of Ready, sprint planning, SIT/UAT, production readiness, defect triage; Jira, Confluence, Azure DevOps, Linear

AI, ML & GenAI: AI use-case identification; requirements for LLM assistants, document intelligence and personalised content; AI success metrics (accuracy, confidence, coverage); model validation and monitoring; Responsible AI (privacy, security, transparency, explainability, human review); Gemini, Claude, Vertex AI

Integration & Data: API and payment integration requirements (NIBSS, UPSL, Interswitch, CoralPay, Hydrogen, USSD); SQL, Mixpanel, GA4

PROFESSIONAL EXPERIENCE

Business Analyst & Project Manager, Financial Inclusion

Mar 2024 – Present

Access Bank Plc, Lagos

- Lead requirements end to end across several concurrent initiatives, from discovery workshops and stakeholder interviews to documented, validated and signed-off requirements, while also running delivery, roles the Bank normally separates.
- Run backlog refinement and sprint planning with internal and vendor development teams, making sure user stories meet the Definition of Ready before build.
- Defined requirements and led the launch of the Beta 2.0 digital onboarding app and web portal, mobilising ₦268.36M in deposits and opening 2,210 savings accounts through 403 field agents within 6 months.
- Turned a new CBN circular into functional requirements and enforced a ₦1.2M daily agent cap and ₦100,000 customer daily limit on Closa 2.0 in 4 weeks, making the Bank first to comply and avoiding potential multi-billion-naira penalties.
- Mapped the staff-led agent onboarding process and redesigned it as an aggregator-led model on Closa 2.0, letting the business scale its agent network without extra operations headcount; the portal runs at 99.9% uptime (projected 2M+ transactions and ₦100M+ revenue in year one).
- Wrote integration requirements and coordinated CEVA Software, NIBSS, UPSL, Interswitch, CoralPay and Hydrogen for USSD and Hydrogen Pay By Transfer, instant card issuance and Closa production fixes.
- Lead PM/BA on Geotagging of Closa payment terminals: run phased live and business testing, secure assurance and business approval at each phase gate before rollout, and coordinate security revalidation of the terminal app with CEVA and Cybersecurity.
- Manage API dependencies, vendor (Banka 3G) engagement and test constraints on the Angola Forex Workflow Solution through SteerCo updates, risk registers and issue logs.
- Took over as PM/BA on Performance Buddy, a near real-time Retail Banking KPI dashboard replacing manual Excel reports, working with the Data Management Office on data-warehouse and Pi360 sources and with Financial Control (FINCON) on targets, financial metric definitions and validation against FinTrak data; presented the project to the IT executive stand-up.
- Wrote the authorisation requirements and architectural brief for its row-level security after finding Active Directory could not reflect the Bank's business hierarchy: a cascading check across AD job titles, the DMO branch hierarchy and a business-maintained leader mapping table limits every user, from Account Officer to DMD, to their own jurisdiction, with no code changes when leaders move.
- Onboard and coach new BAs, PMs and interns; presented "Managing Stress in High-Pressure Projects" to the Bank's project management community (2026); contributed to initiatives that grew agency banking channel revenue by 64%; promoted in 2026.

Business Analyst, Partnerships & Digital Capabilities

Jun 2023 – Feb 2024

Access Bank Plc, Lagos

- Ran stakeholder interviews and turned ambiguous needs into 10+ requirements documents with end-to-end process flows for partner initiatives with MoMo PSB (MTN's payment service bank), TeamApt and Paystack.
- Led initiation and requirements for the Access Switch Fee Module enhancement (a new commission income stream), the DCIR Web Merchant Manager and the DCIR Dispute Resolution Portal, modelling the DCIR processes in BPMN.
- Documented fraud control requirements for the Aku MFB direct debit API (OTP logging and transaction limit segmentation), and supported the FCUBS 14.7 core banking upgrade with requirements for biometric authorisation and bulk BVN/AML validation.

Curator / Product Manager

Sep 2022 – May 2023

AU-Startups

- Grew an African startup publication 9x, managed partnerships with GITEX Africa and IATF, and built reusable operating templates still in use.

AI PRODUCT PROJECTS

Aimery: AI Job Application Assistant | Founder, Product & BA Lead

Sep 2026 – Present

Version Phi | Live at aimery.versionphi.com with a one-click public demo

- Wrote the solution specification (use cases, user journeys, data model, functional, non-functional and security requirements) for an AI assistant that tailors resumes to job postings, and directed the build with AI coding agents.
- Defined a two-step Gemini flow: the first call parses a posting into structured JSON and screens for deal-breakers (work authorisation, clearance, language, experience), quoting the exact line found; the second tailors only from the user's own accomplishments within strict length budgets and flags any stretch for their review.
- Tested for prompt injection and fixed it: hidden text in a posting lifted its own fit verdict from Good to Strong (scores 83–84 against a clean 76–79); after all user input was treated as untrusted data, injected postings scored 79–80, back in the clean range.
- Set monitoring and privacy controls: a daily live check of every Gemini model (its first run caught a retired model), error reports scrubbed of personal data, and self-service account deletion.

GPT Investor: AI-Powered Investment Research App | Product Lead

Mar 2024 – Present

gptinvestorapp.com | Accepted into Anthropic's Claude for Startups program

- Led requirements elicitation and user analysis, including 15+ user interviews, to define personalised AI stock digests and grow to 10,000+ downloads ([Play Console evidence](#)).
- Drafted requirements for a document-intelligence MVP to extract, deduplicate and categorise transactions from bank SMS and email alerts, with confidence scores, human-in-the-loop corrections and accuracy success metrics.
- Used Mixpanel funnel analysis to trace a verification drop-off to a routing bug and simplified the flow; data-driven iterations improved retention by 25%.

CERTIFICATIONS & EDUCATION

Certifications: [Certified Business Analysis Professional \(CBAP\)](#), IIBA • [Professional Scrum Product Owner II \(PSPO II\)](#),

Scrum.org • [Prompt Design in Vertex AI](#), Google Cloud • [AI for Product Management](#), Pendo • [Business Analytics Nanodegree](#), Udacity • [Product Analytics](#), Product School & Mixpanel • PMI Fundamentals of [Agile](#) and [Predictive](#) Project Management • ITIL 4 training

Education: MBA, Strategic Management, Babcock University (expected 2027) • BSc, University of Ibadan (2021)