

SETH HAYNES

GRADUATE SEEKING BUSINESS ANALYST OPPORTUNITIES

Chesterfield, Derbyshire | 07904492419| seth.haynes201@gmail.com

LinkedIn: <https://www.linkedin.com/in/seth-haynes-006b7a373/>

Portfolio: www.seth-haynes.com

PROFESSIONAL PROFILE

Biological Sciences (Biotechnology with Enterprise) graduate with business analysis training and practical experience through the IBM Business Analyst Professional Certificate. I applied business analysis techniques through a healthcare improvement capstone project where I developed requirements documentation, process models, stakeholder analysis, requirements traceability, risk management, and project planning artifacts to address operational efficiency and patient experience challenges. I have strong analytical and problem-solving skills, supported by commercial and customer-facing work experience. I am seeking a Junior/Graduate Business Analyst or related analytical role where I can contribute to evidence-based decision making and business improvement.

BUSINESS ANALYSIS SKILLS

Requirements: Requirements elicitation; functional and non-functional requirements; traceability; user stories; use cases; acceptance criteria.

Processes and stakeholders: As-is and to-be process mapping; Business Process Model and Notation (BPMN), Swimlane diagrams, and Stakeholder analysis.

Planning and risk: Scope management, Work Breakdown Structures (WBS), Risk registers, SWOT/PESTLE analysis.

Data: Data cleaning, analysis and visualisation; dashboard creation in Excel and IBM Cognos.

BUSINESS ANALYSIS PROJECT EXPERIENCE

HealthCare First

IBM Business Analyst Capstone Project

August 2026

Fictional hospital case study completed through course training

Analysed a multi-speciality hospital scenario focused on improving operational efficiency, reducing patient wait times and improving interdepartmental workflows.

- Produced a Business Requirements Document (BRD) and Requirements Traceability Matrix (RTM) to document and track the initiative's requirements.
- Created As-Is and To-Be process models using BPMN and swimlane diagrams to describe current workflows and proposed changes.
- Developed a project scope management plan and Work Breakdown Structure (WBS) to define the scope and organise project activities.
- Prepared a risk management plan, including a risk register and SWOT analysis, to assess risks and factors affecting the initiative.
- Created dashboards in Excel and Cognos to present case-study data to support analysis.

PROFESSIONAL EXPERIENCE

Screwfix

Service Assistant

Jan 2025 – Present

- Advise customers on product prices, quality and brands, helping them choose products suited to their needs.
- Process orders, refunds and collections, using point-of-sale systems, while balancing competing priorities during busy periods.
- Resolving customer complaints and order issues with clear communication.
- Working independently and earning managers' trust to take on responsibilities beyond standard service-assistant duties.
- I have won multiple staff incentives individually and as part of/leading a team, with regular recognition for consistently good work.

The Lost and Found – Leeds & Sheffield

Bartender

May 2023 – Sep 2024

- Served high volumes of customers across main, restaurant and event bars, coordinating bar and with restaurant team.
- Independently handled bar service for large functions and weddings, including preparation, stock management and closing down.
- Handled customer complaints and difficult situations involving disruptive customers, using quick action and clear communication.
- Trained newer staff and helped them become familiar with bar and service responsibilities.

EDUCATION

University of Leeds

2022–2025

Biological Sciences (Biotechnology with Enterprise) | Upper Second Class Honours (2:1)

Graduated 4 July 2025.

Key Business modules: Entrepreneurship, consultancy, and business planning.**Dissertation:** Challenges and innovations in analytical method validation for Real Time Release Testing in pharmaceutical continuous manufacturing. Achieved a high 2-1 grade.

A levels

Biology A* | Mathematics A | Chemistry A

CERTIFICATION AND TOOLS

IBM Business Analyst Professional Certificate: Completed August 2026. Eight-course programme covering requirements, process modelling, stakeholder and project management, data analysis, a capstone project and generative AI in business analysis.**Tools:** Microsoft Excel, Word, PowerPoint, Slack, Lucidchart, and IBM Cognos

ADDITIONAL INFORMATION

Open to relocation

Full UK Driving License