

## KAUKAB SHAH



**Job:** Senior Business Analyst (IT)

**Company:** DWP Digital Group

I look at problems in a business and break them down in smaller problems, I then work with the business to identify requirements. I then work with the technical teams to identify solutions to the problems. These may be implementing new software or changing processes to make improvements to the business

Good listener

Confident

Committed

**The skills I use most in my job...**Analytical

- Good listener
- IT

**The most interesting thing I've worked on in my career so far...** I helped to deliver a £35 million project which focused on improving the student experience on the web portal which students use to register, access their timetables, access student services etc. at the University of Manchester. I worked in their IT Services department for many years after graduating from there.

**What inspired me into digital and tech...** I took computing at GCSE, although I studied sciences and English at A level, it was a teacher in my 6th form who suggested I look into computer science at university

**My educational background is...** I studied chemistry, biology and English lit at A level and then went to the University of Manchester to study for a B.Sc in Computation. I then went on to study for a Masters degree in the same subject. In last 4 years I've gained an International Diploma in Business Analysis and also am a certified Scrum Master. I wanted to gain professional qualifications in the area I worked in to allow me to progress further in my career, and I have managed to achieve this whilst being a mum of 2 boys!!

**What advice I'd give to girls thinking about a career in digital and tech...** There are many areas you can go into, you don't have to be technical to become a business analyst. If you like solving problems then this is a great profession for you (and it pays well!). You don't have to go to University to become a Business Analyst, you could do a Business Analysis Apprenticeship.