Jennifer Luk

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PROFILE

Strategic Business Analyst with 7+ years in consulting experience across **Financial Services (HK)** and **Telecom/ Tech transformation (UK)**. Specialized in translating complex operational, regulatory and technical requirements into scalable **process architectures, lifecycle frameworks** and **structured delivery models**. Expert at clarifying ambiguity, designing endtoend journeys, and enabling predictable execution across multisquad environments. Recognized for analytical depth, crossdomain fluency (business <-> tech <-> compliance), and the ability to rapidly structure complex change.

EMPLOYMENT HISTORY

Nov 2022 — Present

Business Architecture Specialist, Accenture UKI   Edinburgh

Key Project: Senior Business Analyst/ PM – Shadow IT Remediation Programme, Vodafone3 UK *(Jun 2024 - Nov 2024)*

- Designed and governed the **end-to-end delivery lifecycle for 45+ Shadow IT applications**, mapping intake, assessment, remediation and transition-to-IT processes with full **risk and dependency traceability**
- Built and optimized workflow structures in **Azure DevOps (Epic > Feature > Task),** improving progress visibility
- Developed a **risk-weighted prioritization framework** balancing technical risk with business criticality, improving data-driven decision-making
- Enabled backlog readiness and structured delivery by driving requirements clarity and alignment across two offshore Agile squads
- Produced **transparent MI dashboards** and lifecycle reporting for senior stakeholders, strengthening decision-making and risk oversight
- Contributed to wider **technology transformation** through process redesign, standardization and enhanced delivery controls

Key Project: B2B Test Lead - Amazon Connect Transformation, VMO2 UK *(Mar 2023 - May 2024)*

- Led UAT governance and coordinated test planning for B2B Amazon Connect migration
- Managed cross-team defect cycles and supported SIT/UAT execution, achieving on-time UAT completion
- Ensured controlled migration of **130+ IVR flows** with **zero critical postgolive issues**, strengthening customer and agent experience

Jul 2018 — Nov 2022

Avaloq Consultant, Accenture HK (ex-Orbium)   Hong Kong

Key Project: Business Analyst - Avaloq Assessment, CICC *(Jun 2022 - Aug 2022)*

- Conducted business and functional assessment for the bank's transition from legacy platforms to Avaloq
- Led requirements analysis, scope refinement, A&D workshops and gap assessment across Front Office and Compliance

Key Project: Functional Business Analyst - Avaloq Implementation, Leading Taiwanese Bank *(Jan 2020 - May 2022)*

- Acted as **cross-stream lead and SME** (Front-Office & Compliance), integrating regulatory workflows (KYC, suitability, client onboarding) into **fronttoback processes**
- Designed and standardized client lifecycle workflows, improving regulatory alignment and operational consistency
- Produced detailed BRDs&FRDs, conducted parameterization using Avaloq scripts and supported SIT and UAT cycles
- Collaborated across business teams to ensure regulatory alignment and consistent delivery across BUs (SG, TW, HK)

Key Project: Avaloq developer - Suitability reporting automation, Liechtenstein WAM *(Mar 2019 - Dec 2019)*

- Automated regulatory disclosures and suitability reporting logic, enhancing compliance traceability per HKMA
- Collaborated closely with compliance and risk team to validate reporting logic and ensure regulatory accuracy

Sept 2013 — May 2018   Bachelor of Science - BS, Computing and Information Systems, Hong Kong Baptist University   Hong Kong

- Second Upper Honours
- Summer intern and Placement year at **IBM Hong Kong** (*2016 - 2017*)
- Exchange Studies at Halmstad University, Sweden (*2016*)

SKILLS & EXPERTISE

Business Analysis & Modelling

- Requirements elicitation & documentation (BRD/FRD)
- Process & journey mapping, BPMN 2.0
- Operating model & workflow design
- Data flow analysis & end-to-end traceability
- Stakeholder Engagement & Workshop Facilitation

Process Architecture & Delivery Frameworks

- Multi-workstream planning & MI reporting (Azure DevOps, Power BI)
- Technology transformation & lifecycle governance
- Agile & Hybrid Delivery (SAFe, Kanban)
- RAID and dependency management

Domain Knowledge

- Wealth & Investment Operations
- Client onboarding & lifecycle management
- Compliance workflows (KYC, Suitability)
- Digital Transformation in FS and Telecom

Technical & Tooling

MS Azure DevOps (dashboard & query), Jira, Confluence, Power BI, SQL/PLSQL, Avaloq Professional, cloud fundamentals (AWS/GCP/MS Azure), Python & AI fundamentals

QUALIFICATIONS

Jan 2023 — Oct 2028   **AWS Certified Cloud Practitioner**
Recertified in 2025

Jan 2024 — Jan 2027   **Google Cloud Digital Leader**

Nov 2025 — Present   **Microsoft Certified: Azure AI Fundamentals**

Oct 2023 — Oct 2024   **Scaled Agile Framework (SAFe) 6 Practitioner**

Sept 2021 — Sept 2024   **PRINCE2 Practitioner Certificate in Project Management**

Aug 2018 — Dec 2019   **Avaloq Certified Customization Professional with Major in Core Technologies**

Nov 2025 — Present   **Udacity - Agentic AI Nanodegree (In Progress, 50% Completed)**

LANGUAGES

English   Highly proficient   Cantonese   Native speaker

HOBBIES

Sudoku, Chess, Travelling, Books, Yoga & Pilates