









RIFAT ERDEM SAHIN



SENIOR BUSINESS ANALYST - PUBLIC SECTOR | GDS & DIGITAL TRANSFORMATION SPECIALIST


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 -  **Portfolio:** <https://rifaterdemsahin.com>
 -  **Schedule a Call:** <https://calendly.com/rifaterdem/schedule>
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PROFESSIONAL SUMMARY

Senior Business Analyst with extensive experience in the **UK Public Sector**, specializing in **GDS (Government Digital Service) standards, user-centred design, and agile delivery**. Proven track record in leading digital transformation initiatives for central government departments (DWP, MOJ, HMRC). Expert in bridging the gap between complex policy requirements and technical implementation while ensuring accessibility and user needs are met.

CORE COMPETENCIES

-  **Public Sector & GDS** - Expert in **GDS Service Manual** and Service Assessments (Discovery to Live) - Accessibility (WCAG 2.1) and Assisted Digital support - Gov.uk prototyping and design patterns - Security Policy Framework and GDPR compliance
-  **Analysis & Strategy** - Requirements Engineering (User Stories, Acceptance Criteria, Gherkin) - Business Process Modelling (BPMN) and Value Stream Mapping - As-Is vs To-Be analysis and Gap Analysis - Data modelling and API specification analysis

 **Agile Delivery** - Scrum / Kanban / SAFe methodologies - Backlog management (Jira, Confluence, Azure DevOps) - Facilitating Workshops, Retrospectives, and Show & Tells - Stakeholder management across identifying policy, technical, and user needs

KEY ACCOMPLISHMENTS

2025 | IBM | London, UK

Enterprise Digital Transformation - Business Analysis Lead - Challenge: Lead business analysis for large-scale hybrid cloud and AI transformation programmes for public sector clients - **Solution:** Facilitated stakeholder workshops, mapped as-is/to-be processes, and defined requirements for IBM Cloud and watsonx AI adoption across government departments - **Impact:** - Reduced process cycle times by 35% through intelligent automation requirements design - Delivered GDS-compliant service designs for AI-assisted citizen services - Enabled cloud migration of 3 legacy systems with zero service disruption - **Technologies:** IBM Cloud, watsonx AI, Azure, Agile/SAFe, GDS Service Standards, JIRA, Confluence

2024 | Department for Work and Pensions (DWP) | Contract

Universal Credit Service Modernization - Challenge: Improve the claimant experience for a critical benefit service while adhering to new policy changes. - **Solution:** Led the requirements gathering for a new “Change of Circumstances” journey. Created user flows and worked closely with UR and UX to prototype solutions. - **Impact:** - Reduced claimant error rate by 25% through simplified user journeys. - Successfully passed GDS Beta Assessment. - Reduced call center volume by 15% by clarifying digital guidance.

2023 | Ministry of Justice (MOJ) | Contract

Digital Case Management System - Challenge: Replace legacy paper-based court processes with a digital case management tool. - **Solution:** Mapped end-to-end legal processes, identified pain points, and defined MVP features for the new digital service. - **Impact:** - Reduced case processing time by 40%. - Enabled remote access for legal professionals, increasing court throughput. - Facilitated seamless integration with existing police systems.

2022 | HMRC | Contract

Making Tax Digital (MTD) Initiative - Challenge: Onboard SME businesses to the new digital tax submission platform. - **Solution:** Analysed API specifications and third-party software integration points to create clear technical guidance for software vendors. - **Impact:** - Enabled onboarding of 50,000+ businesses in the first quarter. - Streamlined the validation process for tax returns.

PROFESSIONAL EXPERIENCE HIGHLIGHTS

Senior Business Analyst / Transformation Lead | January 2025 - Present

IBM | London, UK

- Leading business analysis for IBM's enterprise digital transformation engagements across public sector clients
- Facilitating stakeholder workshops to define requirements for IBM Cloud and watsonx AI adoption programmes
- Mapping complex as-is/to-be processes for hybrid cloud migration and intelligent automation initiatives
- Ensuring GDS Service Standards compliance for AI-assisted citizen-facing services
- Partnering with technical architects to translate business requirements into cloud-native solution designs

Senior Senior Business Analyst - Public Sector | 2020 - 2025

UK Public Sector (Various Departments via Consultancy)

- Led discovery, alpha, beta, and live phases for high-profile government digital services
- Ensured compliance with GDS Service Standards and Technology Code of Practice
- Facilitated workshops with policy, legal, and operational stakeholders to define requirements
- Mentored junior analysts and improved agile delivery processes
- Delivered services used by millions of citizens with a focus on accessibility and inclusion

Business Analyst | 2016 - 2020

Capgemini, Sopra Steria

- Delivered digital transformation projects for central government clients
- Mapped complex business processes and identified efficiency improvements
- Managed product backlogs and supported Product Owners in prioritization

EDUCATION

 **Bachelor of Science**

Southern New Hampshire University, USA  | 2013

CERTIFICATIONS & CONTINUOUS LEARNING

 **BCS International Diploma in Business Analysis**

 **Certified Scrum Product Owner (CSPO)**

 **Agile Business Analysis Practitioner**

 **GDS Service Standard Training**

Continuous Learning:

- Keeping up to date with GOV.UK trends and patterns - Active member of flexible working and digital inclusion communities

SECURITY CLEARANCES

 **UK SC (Security Check)** - Valid until 2028

✓ **Background Checks:** Watchdog (2024), Sterling (2019)

AVAILABILITY & CONTACT

Immediate Availability for Public Sector BA roles inside IR35 / outside IR35

 **Schedule a Discussion:** <https://calendly.com/rifaterdem/schedule>

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SUPPORTING DOCUMENTS

References and detailed project portfolios available upon request