

David Brien

British & South African citizen | 4.5 years fully remote for a UK-headquartered consultancy, UK hours | Available immediately

Senior Business Analyst & Product Owner | Transformation Consultant | Enterprise SaaS & Digital Transformation

Senior Business Analyst, Product Owner, and Transformation Consultant with 10+ years' experience designing and delivering custom software solutions, workflow automation, and enterprise transformation for global clients including Amazon, Rumpke, and Waste Pro. Works at the intersection of business analysis, product ownership, and transformation delivery - translating complex operational challenges into scalable systems and products that eliminate inefficiency, reduce manual work, and drive measurable business outcomes.

As Product Owner for Trace, Amazon's sustainability platform, owned the full product backlog, defined and prioritised user stories, and delivered live client demos across a 500+ site rollout - cutting reporting cycles from six weeks to under 24 hours. As Lead Business Analyst and Product Owner at ISB Global, owned functional backlogs and defined requirements for enterprise clients across CRM, billing, customer portal, and contract management - supporting 2,000,000+ customers and 100,000+ contracts. At Asilia Africa, led full digital transformation across 15 businesses - replacing 10+ manual processes, eliminating 500+ hours of monthly reporting, and lifting lead conversion from 8% to 25% through integrated systems and automated workflows.

Professional Experience

ISB Global (*UK-headquartered consultancy*) - *fully remote from Cape Town*

Lead Business Analyst & Product Owner | 2022 - July 2026

- Led business analysis and product ownership for enterprise waste and recycling clients (+\$1bn t/o), owning functional backlogs, defining requirements, and representing the voice of the business to engineering teams across US-based organisations and international delivery teams.
- Owned and prioritised product backlogs across functional areas, writing user stories and acceptance criteria, and aligning stakeholder requirements with engineering delivery using Scrum sprints and Kanban workflows across teams of 5-20 people.
- Facilitated discovery and refinement workshops with cross-functional and client stakeholders, using Jira and Confluence to manage backlogs, requirements, and team documentation across distributed delivery teams.
- Defined requirements for solutions spanning API integrations, AWS and Azure services, Angular front ends, and low-code OutSystems builds.
- Reduced UI design turnaround from 14 days to 1 day by introducing Copilot and Gemini Canvas into the prototyping workflow.

Trace - Amazon Sustainability Platform (Product Owner):

- Served as Product Owner for Trace, owning the full product backlog, defining and prioritising user stories, and representing the voice of the customer to the engineering team across 6 waste producer and processor organisations, integrating logistics and waste data across the full value chain.
- Launched the MVP within 10 weeks using a Kanban approach, moving feature releases from 4-week cycles to weekly.
- Facilitated sprint reviews and delivered live product demos directly to the Amazon client team.
- Designed dashboards that enabled data analysis for identification of reporting discrepancies and supported data-driven operational decisions.
- Cut reporting cycles from six weeks to under 24 hours and enabled near real-time operational visibility to support sustainability and waste diversion initiatives.
- Supported Amazon's internal approval process through stakeholder management and demos as the pilot scaled from 5 to 500+ sites.

ERP & Customer Lifecycle Platform:

- Owned the requirements for end-to-end lifecycle integration across CRM, billing, and operations, supporting 2,000,000+ customers and 100,000+ contracts.
- Led solution design for payment portal integrations across two enterprise clients - Waste Pro (SAP, customer portal, and Revopay) and Rumpke (customer portal and Kubra) - defining integration architecture and requirements across engineering and client stakeholder teams.

Asilia Africa (8-year progression)

Head of Growth (Product Owner, internal systems) | 2014 - 2022

- Led digital growth and enterprise system transformation within a high-value luxury travel business - acting as product owner for all internal systems, creating a single operational view across 15+ businesses.
- Aligned system design with 6 cross-functional leaders to centralise processes and data.

Enterprise System Transformation:

- Designed and implemented an ERP and CRM ecosystem across 15 safari camps and 3 regional offices, supporting 60+ users.
- Replaced 10+ manual processes with a centralised platform across customer, marketing, and operational systems, establishing clear data visibility for leadership.
- Eliminated 500+ hours of manual reporting per month.

Digital Growth & Revenue Transformation:

- Grew website traffic from 10,000 to 100,000 monthly and leads from 80 to 1,600 per month, lifting conversion from 8% to 25% and tripling digital sales within a high-value (\$10k+) customer segment.

CRM & Customer Lifecycle Platform:

- Designed, built, and owned a centralised CRM for 20+ travel partners and 40 internal users as sole product owner - replacing Excel-based manual processes, reducing cycle times from 30 days to 48 hours, and integrating Zendesk for customer operations via Zapier to create a connected enquiry-to-sales workflow.

Earlier Career

Includes Web & Database Developer (Spur Group) - writing SQL and building database-driven web applications - Senior Account Director (Gloo Digital Design, later acquired by Ogilvy), and digital marketing and agency roles across brand and enterprise environments. Built strong foundations in client delivery, system development, and analytics.

Skills

Business Analysis • Product Ownership • Backlog Management • User Story Writing • Requirements Gathering • Stakeholder Management • Workshop Facilitation • ERP & CRM Systems • Large Scale System Integration • API Integration • Agile Methodologies • Scrum • Kanban • Jira • Confluence • AWS • Azure • OutSystems • Process Optimisation • Digital Transformation • Workflow Automation • AI Integration • Data Analysis

Education & Certifications

University of Cape Town | Bachelor of Business Science (Honours in Information Systems)

Scrum.org | Professional Scrum Product Owner I (PSPO I)

Google | Google AI Professional Certification