

# A DAY IN THE LIFE OF: SENIOR BUSINESS ANALYST

VIDHYA SHANMUGAM TALKS US THROUGH WHAT A TYPICAL DAY LOOKS LIKE  
AS A SENIOR BUSINESS ANALYST WORKING WITHIN OUR IT TEAM

**What is the first thing you do when you arrive at the office?**

Network Rail office in Milton Keynes is state of the art building, and it is wonderful place to work. The first thing I would do when I reach the office is smile and say hello to my colleagues and ask how they are doing.



**Can you provide an overview of your primary responsibilities and tasks?**

As a Senior Business Analyst, I work closely with NR teams to understand the business needs to enhance current process and implement solutions that will achieve the desired outcomes for business and customers.

I contribute by understanding the current process, people, organisation and systems, taking holistic approach in documenting requirements and providing the right guidance and analysis approach in identifying options to solve a business problem with help of new technology solutions.

An example of the kind of projects I am involved in, I'd assist with designing a new product for frontline employees that helps with using technology to log incidents when they work on track.

## Work-Life Balance

Having a good work life balance is key to having healthy mind and body. Network Rail as an organisation is very supportive of flexible working and therefore it is easier for me or an employee to maintain good work life balance. I make sure that I take sufficient breaks between meetings, manage expectations of my team and stakeholders of school pickup and drop off so people can work around my schedule where possible and I follow the same when organising meetings.

## Career Development:

Network Rail focuses on training and development of employees and supports graduates and apprenticeship programmes. All employees are allowed and supported to gain professional qualifications and Leadership programmes. I have been able to acquire my BCS International Business Analysis Certification Qualification with help of Network Rail funding and many Leadership courses and programmes.