

# TIMOTHY CAMPBELL - BUSINESS ANALYST

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## PROFILE

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I am an ambitious analyst showcasing proficiency in the analysis of IT software systems, business, and data analytics. Demonstrated through the attainment of a BSc in Business and Computer Science and enriched by the successful completion of a graduate scheme as a Systems Analyst trainee. I am equipped with the ability to generate innovative solutions to address complex business issues and make informed decisions. I have experience in employing various agile and waterfall tools and techniques.

My core focus is seamlessly bridging the gap from conceptualisation to final delivery. I am recognised for my precise attention to detail and my ability to effectively communicate and present my research and analysis, ensuring the promotion of a value-driven perspective.

## EDUCATION

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### Brunel University London

**Uxbridge, United Kingdom**

Bachelor of Science (Hons) in Business Computing | **2:1**

Sept 2017 – May 2021

- Relevant Modules: Discrete & Decision Mathematics, Logic & Computation, Java Programming, Business Analysis & Process Modelling and Software Development & Project Management.
- Awards: **1<sup>st</sup> class** dissertation research project titled: An investigation into the issues faced by both, subsistence, and commercial farmers in Sub-Saharan Africa (SSA), as a consequence of the Western countries' involvement.

### Wood Green Academy

**Wednesbury, United Kingdom**

A-Levels: (Merit, Merit, Pass) – Information Technology, Product Design – Graphics & Geography.

Sept 2015 – Jun 2017

GCSEs: 11 A\* - C's – Including Mathematics, English & Science.

Sept 2010 – Sept 2015

## WORK EXPERIENCE

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### Biffa

**High Wycombe, United Kingdom**

Systems Analyst Trainee - Graduate Scheme

July 2022 – July 2023

- First rotation (*6 Months*) - Finance and Procurement as a P2P Graduate Delivery Consultant. Tasked with facilitating the implementation and delivery of Microsoft Dynamics 365 – Finance & Operations ERP throughout the early phases of the project lifecycle. Key responsibilities include:
  - Becoming a SME on the new Legal Entity structure, to aid in the creation of presentations and key documentation highlighting the impact of business innovation and change.
  - Configuring and testing the independent software vendor (ISV) To-increase within the MS Dynamics 365 environment, through utilising the user stories generated that illustrate important requirements within the solution.
  - Facilitating stakeholder management by assisting in the coordination of bi-weekly workshops, invite and attendance tracking. Responsible for capturing detailed meeting notes highlighting key discussions, action items and the impact of decisions, while mediating conflicts to align key stakeholders.
- Second rotation (*6 Months*) - Graduate Business Analyst. Tasked with assisting senior BAs in adapting the hybrid methodology imposed throughout the transformation of the new ERP and CRM. Key responsibilities include:
  - Focus on improving the customer journey lifecycle, by analysing and suggesting improvements in key areas like; how information is presented, how customers interact with Biffa and the level of satisfaction customers express while interacting with the online website and speaking to customer services.
  - Composing AS-IS and TO-BE process maps highlighting the reliance on interrelated business areas and processes that are subject to change.
  - Analysing key issues portrayed by BAU for Business Process Improvement. Utilising advanced technologies to automate processes and assisting in the creation of end-user training material.

### Hostmaker

**London, United Kingdom**

Summer Ambassador Graduate - Internship

Jun 2018 – Sept 2018

- First rotation (*2 Months*) - Financial Analyst. Gained a comprehensive extensive understanding of Xero, tasked with collating and producing invoice receipts to monitor both business outgoings and various employee expenses.
- Second rotation (*2 Months*) - Guest Relations involved quickly becoming proficient with the CRM software system, analysing, and organising client information to increase customer satisfaction and relationships within the start-up.

## SKILLS & SOFTWARES

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- Stakeholder Management
- IT Systems Analysis
- Eliciting Requirements & Data Gathering
- Comprehensive understanding of Agile & Waterfall Methodologies
- Microsoft Azure DevOps - Project Management
- Adobe Photoshop, Fireworks & XD - UI/UX
- Microsoft Dynamics 365 (Finance & Operations)
- Microsoft Office Suite (Excel, Word, PowerPoint)

- Resourceful & Innovative Solutionist
- Business Process Improvement
- Critical and Analytical Evaluator

- Microsoft Office Suite (Excel, Word, PowerPoint)
- Microsoft Visio
- SQL (Basic)
- Power BI (Basic)

## EXTRA-CURRICULAR & EXPERIENCES

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- Run an online eCommerce business - Responsible for negotiating with International/UK-based wholesalers, managing the logistics of large shipments, and managing and maintaining the stock and cash flow.
- RAG officer for Brunel University Men's football team (2018-2021). Tasked with arranging fundraising and charity events to raise awareness on current affairs within football at university, raising money for charities and organisations with importance to club members, and organising social nights out and activities to promote inclusivity and diversity.
- Played semi-professional football from the age of 16, represented county and district at the U15 level & the university's 1st team in all domestic competitions for 4 years.

## TRAINING & CERTIFICATIONS

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- IIBA Entry Certificate in Business Analysis (ECBA) – **In Progress**

## RELEVANT LINKS

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**LinkedIn** – <https://www.linkedin.com/in/tim-campbell-6a9700215/>

**Personal Portfolio** – <https://tcampbellba.my.canva.site/>

**GitHub** – <https://github.com/CTalexander39>