|  |  |
| --- | --- |
| Daniel Thatcher-Smith  Business Analyst/ | [danielsmith77@btinternet.com](mailto:danielsmith77@btinternet.com) • 07727899527  [LinkedIn](https://www.linkedin.com/in/daniel-smith-a9470b159) • South Wales, UK |

Dedicated and results-driven professional with passion for driving business success through data-driven insights and strategic solutions. Newly focused on the benefits of AI in the workplace.

Aptitude for conducting thorough business and data analysis to identify opportunities for process improvement and cost reduction. Capable of eliciting, documenting, and managing requirements from stakeholders to ensure project alignment with organisational objectives. Keen to utilise variety of data analysis and modelling tools to transform complex data into actionable recommendations for senior management. Ability to lead cross-functional teams to deliver projects on time and within budget. Astute at automating and optimising business processes to enhance operational efficiency and reduce errors. Expertise in enabling effective collaboration with stakeholders across various departments and levels. Committed to continuous professional development and staying updated on latest advancements in business analysis and technology.

Areas of Knowledge

|  |  |  |
| --- | --- | --- |
| * Data Analysis & Visualisation * Project Management * Artificial Intelligence * Financial Analysis | * Database Management * Process Automation * Stakeholder Communication * Business Process Improvement | * Regulatory Compliance * Business Strategy Development * Risk Assessment & Mitigation * Documentation & Reporting |

Professional Experience

Rolls Royce, Bristol 2022 – 2023

Engineering Database Administrator

Coordinated seamless project implementation and delivery by effectively communicating with key stakeholders across various departments and countries, leading to enhanced cross-functional collaboration and timely project milestones. Leveraged business analysis expertise to facilitate process improvements and project expansion across multiple initiatives, resulting in increased operational efficiency and revenue growth.

* Spearheaded successful delivery of legacy decommissioning project within my section, contributing to annual savings of approximately £5M, and delivering a substantial enhancement to company's financial performance.
* Streamlined project delivery through automation of key processes, reducing operational costs and minimising errors.
* Elicited, managed, and reviewed requirements from and for critical stakeholders to ensure project alignment with stakeholder expectations and reduce risk of costly revisions.

**HSBC, Bristol 2020 – 2021**

**Project Review Administrative Manager**

Analysed MI information and proactively conveyed data sets and prevalent themes to senior management to enable informed decision-making. Maintained rigorous risk and safety protocols to prevent payments and administrative errors that could impact bank and customer satisfaction.

* Performed thorough audits and directed staff caseloads to project areas based on arising issues to ensure pragmatic and well-aligned approach to project delivery.
* Facilitated effective communication and collaboration between senior management and international project teams to ensure efficient and error-free case processing.
* Optimised workflow processes to maintain operational efficiency and productivity, while staying within fiscal budget constraints.

**HSBC, Bristol 2019 – 2020**

**PPI Complaints Officer**

Investigated, resolved, and reported all customer-related complaints, maintaining strong focus on customer satisfaction. Recorded all complaints on database, tracking through to completion, and providing detailed reports. Maintained strict adherence to all HSBC Bank policies and procedures pertaining to customer complaints.

* Showcased meticulous attention to detail by completing client paperwork to ensure transparent 360-degree communication.
* Escalated any unresolved issues or complaints to line manager, while keeping Branch Manager and Business Partner at branch level informed.
* Acted as primary point of contact for customers, maintaining seamless communication with operational colleagues to keep customers informed of progress at all times.
* Displayed positive response to implementation of new initiatives, ensuring seamless integration into existing practices while enhancing overall customer experience service delivery.

Education & Credentials

**International Diploma in Business Analysis |** British Computer Society, 2023

**Master of Arts in Medieval Studies |** Swansea University – Swansea, 2019

**Bachelor of Arts in History and Medieval Studies |** Swansea University – Swansea, 2018

Technical Proficiencies

MS Office (especially Excel), Python, SQL