

Experience

Finance Systems Analyst

IQUW Group
October 2021 - Present

- Responsible for all Sun, Q&A and Bank Rec Finance user queries and maintenance.
- Working on and completing various Finance projects, including onboarding of new syndicates the business purchases.
- Working closely with stakeholders from Finance and Underwriting to gather requirements for various report building, including reconciliations using applications such as Q&A and IBM Planning Analytics (TM1).
- Training of users on Sun and Q&A.
- Suggest and implement system changes.
- Identify, improve and resolve any manual processes.
- Assist in all Sun system interface queries.
- Creating, editing users and their Sun and Q&A access.
- Liaise with the external support company, Touchstone and lead in renewal contracts and external consultant work.

Finance Systems Analyst

Thomas Miller Ltd
August 2019 - October 2021

- Front line support to staff worldwide for finance systems, including Sunsystems, Q&A10, Q&A11, Proactis, B4B and Expense Management.
- Alongside providing frontline support, work on a variety of different projects, for example, the rollout of Infor Expense Management and Proactis to offices worldwide.
- Work with internal IT Infrastructure Support team to resolve issues.
- Work with external IT support companies. ie. TouchstoneFMS, Proactis, Infor.
- Provide training for users on the finance systems.
- Systems administration.
- User maintenance.
- Static data maintenance.
- System interfaces.
- Provide system testing and data cleansing.
- Implement policies and procedures for all offices using the system.
- Authoring and maintenance of user guides and procedures.

Business Analyst

Liverpool Victoria
August 2018 - August 2019

- Work on new and existing projects, learning all areas of the business and how systems interact with each other and the downstream impacts.
- Gather business requirements from various stakeholders and provide an end to end solution.
- Elicit requirements from senior stakeholders in the form of interviews, workshops, observation and document analysis.
- Revise and prepare for exams alongside current projects.
- Work in an agile methodology with the understanding and experience of working in Scaled Agile Methodology (SAFE).
- Regularly travelling to different offices to hold workshops and interviews with different stakeholders.
- Write use case stories and complete feature documents.
- Using JIRA, updating the status of work progressed by myself and the team.
- Regularly managing various different senior stakeholder relationships. Working closely with heads of departments, project managers, subject matter experts, developers and testers.

Key Accounts Credit Controller

Liverpool Victoria
July 2016 - August 2018

- Undertaking analysis of broker debt on a monthly basis by production of aged debt reports.
- Identify any accounts that require special attention and liaise with the appropriate management or executives. Resolve any on-going or outstanding issues in a timely manner.
- Responsible for the resolution of any disputed accounts and negotiate with both underwriters and the brokers as appropriate within strict agreed timeframes.
- Collect all outstanding premiums from the broker and query any premiums that are not matching our systems. Reconcile all incoming payments.
- Plan and organise workload to ensure that all duties are performed to agreed targets and within set timeframes. Adhered to the high working practices and procedures and comply with legislation.
- Train and supervise new members of staff and provide them with mentoring, feedback and observation.
- Manage the relationship between various systems and software houses.
- Deal with a variety of online and Bordereaux queries.

Customer Representative & Cash Officer

Nationwide Building Society
September 2014 - July 2016

- Possess the knowledge of a range of different products to find the right need for the customer.
- Managing the money for the branch, by ordering and arranging money for collection.
- Generate referrals to the personal banking managers in order to create business.
- Consistently balance my till at the end of the day and stick to strict compliance rules. Work towards daily, weekly and monthly targets.

Skills

Leadership-Preparing and chairing meetings with senior stakeholders.

Mentoring and training new starters.

Adaptable-Ability to learn new systems from Mac OS to Sun Systems/
Proactis/Expense Management, B4B and TM1.

Holistic view-Learning a range of different business areas and assisting in projects to aid the company achieve its objectives.

Motivated-Regularly looking to challenge myself going outside of my comfort zone to help the company grow.

Communicator-Translating complex processes into simple and understandable english.

Qualifications

AAT Foundation in Accountancy-Level 2.

Foundation Business Analysis BCS
Certificate.

Modelling Business Processes BCS
Certificate.

3 A Levels & GCSE'S
Langley Park Boys School
2000 - 2007