JONATHAN PUGH

jonathan_pugh@hotmail.com | +44 7976950431 | 6 Blanche Grove, Peterlee, Co. Durham, SR8 5UA

A Digital Business Analyst with experience leading cross-functional teams to develop, document and deliver business improvements, successfully managing and implementing a number of projects that resulted in the transformation of operational performance to meet business objectives.

CORE COMPETENCIES

- **Business Analysis**
- **Data Analysis**
- **Security Analysis**
- **Solutions Advice**
- **Communication**
- **Verbal & Written Skills**
- **Interpersonal Skills**
- **Team Leadership**
- **Change Management**
- **Product Delivery**
- **Learning Agility**
- **Self-Managing**

PROJECTS AND LEADERSHIP

Mobile Phone Refresh — Project Manager

- Project Manager for Mobile Phone refresh, presented device options to stakeholders following assessment of options available.
- Gathered user requirements from remote survey due to Covid19 restrictions. Organised for the delivery of the specified device selected by the user to their home address.
- Produced training materials in written and video instruction users on device setup process and wiping old devices. Collected old devices before donating to a local charity.

Desktop Refresh — Business Analyst and Deployment Coordinator

- Lead the deployment of over 800 PCs to sites around the UK and Netherlands using external contractor resource.
- Gathered all information on current devices and cleaned the data to be imported into a Lotus Notes Database of my creation.
- The database allowed for users to confirm their software requirements for their new PC and generated build sheets for third party build engineers.
- Lead installation of the new PCs via third party contract team and ensured that old PCs were returned securely to be wiped and recycled.

Site Overhauls — Business Analyst and Deployment Coordinator

- Successfully implemented the identification, procurement and delivery of all relevant IT equipment on time and on budget to ensure the overhaul teams were able to begin work effectively.
- Lead installation of the equipment via third party contract team.
- Ensured that all equipment was returned securely following overhaul.

PROFESSIONAL EXPERIENCE

Mitsubishi Chemical - Digital Business Analyst

April 2021 – December 2021

- Identified methods to reduced double handling of data and physical activity required in the work planning process as part of digitisation project. Carried out requirements gathering workshops and shadowing with stakeholders. Produced requirements documentation and process models to present to stakeholders for solution development.
- Updated and re-engineered key site pressure systems inspections engineering database in Lotus Notes, to improve the workflow and add additional input methods and approval processes.
- SAP Technical Administrator, Audited the SAP Print Server follow printer refresh and created new resilience plan in case of server outage. Rolled out new SAP GUI and provided training to SAP users in written and video format.

Lucite International - IT Training and Development Analyst

June 2017 - April 2021

- Ensured that the transition to working from home went smoothly by advocating for the use of Microsoft Teams and Office 365, by leading user workshops and creating training material.
- Created a site services database for all staff to report issues around the site, assign work to the services team and notify users of new, pending and completed jobs.
- Created over 500 intranet guides in a variety of formats on general software and bespoke HR and Engineering applications.

Hewlett Packard Enterprise - ITO Technical Graduate,

October 2015 - March 2017

Ministry of Justice (MoJ) Software Distribution Team, 3rd Line Technical Support and Capacity Lead

- Controlled the software application pilots, and documented changes made.
- Instigated weekly rollout of new build images and software application packages to all users.

Department of Work and Pensions (DWP) & NHS Directories Team, 3rd Line Technical Support and Technical Author

- Created user accounts and allocated users to required policy groups in Active Directory.
- Created status reports and other documentation on fixes carried out and required fixes.

BAE System Munitions - Procurement Professional

April 2015 - October 2015

- Identified the improvement required to allow all staff to integrate and utilise the SAP data archive effectively.

BAE System Munitions/Teesside University - Graduate Intern

January 2015 - April 2017

- Created user guides, delivered workshops, and created technical diagrams in preparation for the deployment new cloud storage solution.

PROFFESIONAL CERTIFICATES

- Scrum Master Certified – February 2021
- Agile Foundation and Practitioner Certified – November 2020
- Prince2 Foundation and Practitioner Certified – April 2019
- ITIL v3 Foundation Certified – November 2015

EDUCATION AND HONOURS

Teesside University | 2011 - 2014

BSc Information and Communication Technology, 1st Class Honours
Relevant Modules: Service Management, Systems Development Methods, IT Law, Advanced Networks, and System Security.

Durham Gilesgate Sixth Form College | 2009 - 2011

GCE Media Studies ADV - B	GCE ICT ADV - C	GCE Psychology ADV - D

TECHNICAL SKILLS

General
- Project Management
- Network Configuration
- Microsoft Office 365
- Outlook
- Microsoft Teams
- Visual Studio
- Mitel MiVoice
- Active Directory
- Mural

Programming Languages
- SQL
- Python
- HTML
- CSS
- IBM Notes Script

SAP
- Concur
- Netweaver
- S4HANA
- Printer Configuration
- Change Management

Analysis/Modelling Tools
- UML
- BPMN
- Tableau
- Figma
- Microsoft Forms

Training/Coaching Tools
- OBS Tool
- Audacity
- DaVinci Resolve
- Photoshop
- Technical Translation

REFERENCES AVAILABLE ON REQUEST