
Jonathan David Pugh

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SUMMARY

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.

SKILLS

Practical knowledge of a wide range of technologies, including SAP, SQL, Office 365 etc.
Qualified in multiple IT Management methodologies (Prince2, Agile, Scrum and ITIL).
Capable of analysing a wide range of business requirements in highly complex industries.
Excellent resource management skills.
Self-Learning.

PROFESSIONAL QUALIFICATIONS

Scrum Master Certified February 2021

Agile Foundation and Practitioner Certified November 2020

Prince2 Foundation and Practitioner Certified April 2019

CAREER SUMMARY

Mitsubishi Chemical - *Digital Business Analyst*

April 2021 - PRESENT

- Identifying end user skills, delivering training for new and existing systems and processes, transitions to new ways of working, and developing self-serve training resources to carry out changes.
- Primary Lotus Notes Databases Developer, interfacing with specialist developers as required.
- Advocating business teams collaboration through use of Microsoft 365 and other applications.
- SAP Technical Administrator, responsible for SAP Print Servers, SAP GUI updates/patching, troubleshooting SAP issues and routine auditing of the platform.

Lucite International - *IT Training and Development Analyst*

June 2017 - April 2021

- Project Manager/Analyst leading and supporting the IT team on various projects.
- Identifying, developing and providing training to users of all IT services.
- Primary Lotus Notes Databases Developer, interfacing with specialist developers as required.
- Administrating the Company Intranet, creating a variety of written and video content in various areas including Operating teams, HR, IT etc.

Hewlett Packard Enterprise - *ITO Technical Graduate, Ministry of Justice (MoJ) Software Distribution Team, 3rd Line Technical Support and Capacity Lead*

October 2016 - March 2017

- Manage the control of software application pilots & regressions as part of the distribution process where necessary. Documenting changes and fixes as required.

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- Creation and management of build images and software application deployment.

Hewlett Packard Enterprise - *ITO Technical Graduate, Department of Work and Pensions (DWP) & NHS Directories Team, 3rd Line Technical Support and Technical Author*

October 2015 - October 2016

- Active Directory User Account and Group Policy Management.
- Perform system audits, generating distribution, installation status reports and documenting fixes as required.

BAE System Munitions - *Procurement Professional*

April 2015 - October 2015

- SAP Master Data Project Analyst, Managing and Organizing Legacy data archive in the SAP database.

BAE System Munitions - *Graduate Intern*

January 2015 - April 2017

- Creating user guides, delivering workshops, and creating technical diagrams in preparation for the deployment of cloud storage solution.

Key Achievements/Projects

Office 365 Migration – Business Analyst

- Managed communications and training for all users across Europe and America for migration from Lotus Notes to Outlook and Office 365.

Desktop Refresh – Business Analyst and Deployment Coordinator

- Created project database used to gather all current site device information, communicate with users, and manage deployment and retrieval of devices.
- Managed external contractors during the build and deployment process across all Sites in the UK and the Netherlands.

Site Overhauls – *Business Analyst and Deployment Coordinator*

- Responsible for the logistics of IT equipment for all the site users during Site Overhaul, including gathering requirements, organizing site infrastructure changes, and deploying equipment.

EDUCATION

Teesside University | 2011 - 2014

BSc Information and Communication Technology, 1st Class Honours

Modules including: Service Management, Systems Development Methods, IT Law, Advanced Networks, and System Security.