**Hannah Crowel**

**Business Consultant**

**Profile**

Hannah is a computing graduate who works well using her own initiative and together within a team. She has a growing desire for technology as well as working collaboratively and proactively to ensure the smooth running of daily tasks. This was showcased from her time at university where she collaborated on a team project creating a game utilising software such as 3D Max, JavaScript, PHP and SQL. She ensured the team was performing to the best of their ability as she was the project manager. This made her aware of how important it is to work together to achieve the desired goals in the most effective and efficient way possible.

She has a variety of IT and relational skills gained from experiences in different job roles, which she believes will make her a great asset within the establishment. This has been demonstrated from her time working at HSBC learning new software tools such as confluence.

Hannah is currently on placement at HSBC located in Birmingham HQ, where she has been part of a variety of tasks from governing the target operating model to being part of the approvals pod. This consisted of providing support for the programme ‘Intelligence Hub’, facilitating communications between submitters/ approvers as well as monitoring and streamlining the overall approval processes. This has enabled Hannah to be a team player working in a fast pace environment and being adjustable to the company’s requirements. Hannah has also been part of the HSBC internal comms which consisted of creating newsletters that have been sent out to a wide audience of up to 600+ people. While being at HSBC Hannah has had the chance to meet with stakeholders & gather requirements, work alongside subject matter experts, and create guidelines and content on approval processes.

**Education**

**University of Wolverhampton September 2015 – May 2018**

**Qualification and Grade - Bachelor’s Degree**

BS (Hons) Computing, 2.1

Modules included:

Advanced Database

Website Fundamentals

Programming

Collaborative Development

**Institution – Pool Hayes Arts and Community School September 2013 – July 2015**

**Qualification and Grade – A Levels**

ICT - D, Health and Social Care -D\*, Art – C

**Institution – Pool Hayes Arts and Community School September 2008 – July 2013**

**Qualification and Grade – GCSE’s**

Maths – C, English Lit - C, English Lang – C, Science – Pass, Business Studies – Merit, ICT - Dist.

**Other Skills:**

Java Script, HTML, Fluent in Punjabi

**FDM Training**

**FDM Academy, Birmingham**  **February 2019 – April 2019**

Hannah has completed the Data and Operational Analysis/Project Support Office/Business Analysis/ programme. This programme included the following modules:

BUSINESS: Business Consultant (8 week programme)

1. **Professional Skills** including presentations & written communications;
2. **Business Fundamentals** including business change, transformation, stakeholder management, introduction to projects, requirements gathering and risk management.
3. **Excel** including Solver, Aggregate Functions, Nested If statements, V-Lookups;
4. **Project Support** including project and programme structures, planning, roles & responsibilities, working with MS Project and Visio, risk management and monitoring project cost and progress;
5. **Business Analysis Certification (with BCS Exam)** including Stakeholder Management, BPMN, Financial Appraisal, Requirements documentation
6. **ITIL Foundation** including Service Desk, Incident and Problem Management, Change Management, Release Management, Service Delivery, Capacity Management, Continuity Management;
7. Agile/Scrum including introduction to agile, the principles of agile. Scrum roles, artefacts, activities and process.
8. **Project Week** – a simulated IT project utilising the skills, tools and techniques learnt throughout the previous week

**Previous Employment History**

**HSBC, Birmingham** **July 2019 – December 2019**

*Business Analyst*

* Engaged with stakeholders to gather requirements for project deliverables
* Governance of Target Operating Model
* Created guidelines & support for Google Cloud Platform approvals processes & FAQs
* Monitored and captured all in-flight Google Cloud Platform approvals
* Identified risks to service delivery as a consequence of delayed approvals
* Formed reporting tools, dashboards and Gantt Charts
* Governance of the Intelligence Hub approvals tracker which contained approvals for a wide range of global markets
* Currently undergoing Google Cloud Ambassador training

**TJX, Walsall** **September 2017 – September 2017**

*Warehouse Operative*

* Working in a team whilst picking, packing and Labelling products
* Keeping work areas tidy to ensure health and safety of myself and others

**Interests and Activities**

Hannah likes to preserve a vigorous lifestyle attending swimming lessons regularly alongside going to her local park to play tennis. Hannah is interested in photography which allows her to express her creativity. She also enjoys playing strategic games like chess, as this enables her to analyse and problem solve whilst making quick decisions in real time allowing cognitive flexibility.