**Reese Smith**

**FDM Consultant**

**Profile**

Reese is an adaptable Business Analyst, with experience working in IT software development projects. At Shell, Reese worked effectively as an interface between business stakeholders and IT teams to successfully deliver business expectations, manage IT products and delivery. Reese used his analytical skills to identify problems and create solutions for his team, these contributions facilitated the *Shell* *DriverHub* product ‘go live’ and become the fastest delivering product team in Shell. Reese’s adaptability and proactive nature meant he was able to take on a large and varied set of responsibilities, including being Scrum Master, Tester and make contributions in User Experience. As proven with his time at Shell Reese is an adaptable, analytical, and driven Business Analyst. In his next role he hopes to work for an organisation where he can make significant contributions to his project and continue to develop his skillset in business analysis and project management.

**FDM Employment History**

**Shell International Petroleum Company, London January 2019 - April 2020**

*Business Analyst*

Reese worked as an IT Business Analyst for Shell Fleet solutions on the Shell DriverHub project. His team created a Recruitment platform (Web application) for the Fleet industry.

Responsibilities:

* **Requirement gathering, elicitation and documentation:**
* Reese designed experiments and led several workshops using various techniques to gather and elicit requirements from various stakeholders ensuring requirements were captured correctly.
* This included strategy analysis of Current & Future states, focus groups and documenting findings into business requirements.
* Reese worked closely with the User Research team to run workshops, design Lo-fi wireframes, produce persona documentation, and define design requirements for the User Interface team.
* Working closely with developers, Reese produced detailed Feature requirements through User Stories and Feature files in the Behavior Driven Development (BDD) format, this allowed for fast and organised development.
* **Product management:**
* Reese was given the additional responsibilities of being Scrum Master and Tester as a result the team was able to save costs by not recruiting a recognised Scrum Master and Tester.
* As part of a challenging weekly release strategy, Reese’s role was to define and manage requirements and workflow for UI and Development teams, Test Management, and Release Management.
* Reese owned all Scrum ceremonies including Sprint planning, Refinements and Retrospectives. He was able to plan Sprints effectively by using various techniques such as ‘Story pointing’ and improve team performance and velocity with effective Retrospective techniques and performance analysis.
* Reese broadened *Shell DriverHub’s* ‘Testing scope’ by working with developers to create Feature files in BDD formant and implement Automated regression testing. This improved team velocity as time spent on regression testing was minimised with each release and allowed the team to find bugs and breaks in code swiftly without a QA tester.
* **Stakeholder management:**
* Working close with PO and Market developer to define requirements throughout the software development life cycle and product iterations including ‘MVP’ and ‘Beta’ versions.
* Reese was responsible for ensuring the product was compliant from an Information Risk Management, Architecture and Legal perspective. Maintaining, tracking, and delivering these requirements from offshore stakeholders required good collaborative and organisational skills.
* Reese also took on the responsibility to share knowledge with other Shell product teams on: Continuous Improvement and Development, BDD and Scrum through presentations, newsletters, and videos.

**FDM Training**

**FDM Academy, London**  **September 2018 – November 2018**

Reese has completed the Project Support Office programme. This programme included the following modules:

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. **PRINCE2 Foundation** including an overview of the Processes, Principles and Themes of waterfall project management.
6. **Project Week** – a simulated IT project utilising the skills, tools and techniques learnt throughout the previous week

**Previous Employment History**

**Beehive Lettings, Oxford    June 2016 – September 2017**

*Letting agent*

Roles and Responsibilities:

* **Strategy setting**: Successful in improving business performance. Creating different student bundle deals for customers and changed business adverting campaign to search for more local landlords, pursuing highest levels of customer service; achieved consecutive top ‘Salesperson’ awards.
* **Team leadership**: Leader of teams of 10 that successfully managed to achieve a ‘15-hour room turnover’ strategy which required careful planning and organisation.

**Education**

**Generic University Sept 2015 – June 2018**

**BA (Hons.) Economics, 2:1**

**Generic Sixth form Sept 2014 – July 2015**

**A-Level:** Economics (B), Business studies (B), English Literature (C), Extended Project (B)

**Interests and Activities**

Reese has many interests outside of academia, being a keen writer, he created and presented an award-winning poetry anthology, in the ‘Young English writer’ competition whilst preparing for school examinations. He also led his team in the ‘Bin business challenge’ where his team created a concept ‘school app’ and presented his teams project to over 500 business delegates. He also volunteered to tutor younger children for two years as part of a school scholar programme; helping under privileged students’ study for English SAT examinations.