**Shenna Shanahan**

**FDM Consultant**

**Profile**

As demonstrated during his time at Shell, Shenna enhanced his ability to communicate effectively in both a written and verbal form, with the confidence to present to stakeholders or senior management. Within two months of employment, his Digital Product Manager and Product Owners, gave him the chance to become a Scrum Master and help organise the Sprint ceremonies to support the team and keep them accountable to their agreed actions. One of the projects Shenna was on; went from ideation to pilot within six months. For this to happen, Shenna and his team efficiently collaborated with internal and external stakeholders to ensure actions were not blocked and delivered in a timely manner. This was implemented through various agile methodologies as well as Shenna’s experience in organisational and time management developing him to be an all-round product analyst. He supported the team with primary and secondary research through the product discovery stage. He heightened his stakeholder engagement skills when he facilitated stakeholder meetings and site visits. He assisted his team to created important artefacts for the project from process flow diagrams to training and triaging issues manuals. When the pilot was launch, Shenna took on more of an operational role assisting with onsite issues and analysing the daily data. During his time in Shell, Shenna had the chance to upskill in Power BI, which aided his team to understand the pilot data in a more visual format.

Before his time at Shell and FDM, Shenna graduated with a master’s degree in Business Administration (MBA) from Generic University. This degree helped him advance his communication, management and professional development through weekly presentations, a vigorous academic schedule and quarterly business industry visits. Shenna can multi-task projects with his flexible and systematic approach to work. This was demonstrated through his eighteen months master’s degree where he had multiple presentations, essays, projects and a dissertation to complete as well as a part-time job teaching English on the weekends. He did this with excellent organisational and time management skills whilst incorporating an established work ethic. These skills were further recognised when Shenna received 'Trainee of the Month' in April 2019 at FDM London. Shenna would like to work for an organisation that will support his personal interests and where his professional skills can be utilise, exhibit and developed for his career development.

**FDM Employment History**

**Shell, London May 2019 – May 2020**

*IT Product Analyst (formerly Business Analyst)*

Client and role overview: Shenna became a part of the IT Retail team at Shell, where he was working on the Project Reach. A project looking at creating new revenue streams within Retail and is future-proof beyond 2025.

Responsibilities: Shenna coordinated sprint ceremonies with internal and external stakeholders, wrote comprehensive meeting minutes, created artefacts from process diagrams to manuals, assisted in product discovery through primary and secondary research and analysed and cleaned data through Excel and Power BI.

**BA/PSO**

**Planning and Scheduling**: Sprint ceremonies, internal and external stakeholder meetings and calls, site visits and project planning (POAP).

**Monitoring and Reporting**: Used company resources and the pilot data to create visual Power BI dashboards.

**Admin**: Handling a variety of tasks from booking meeting rooms and organizing visitor badges to other office tasks.

**Risks and Issues**: Created a RACI matrix for two projects. However, the projects moved to tracking issues on a triage manual.

**Requirement gathering:** Engaged and liaised with the Product Owner and third-party suppliers to establish set requirements as the white label software was built for the pilot.

**Process modelling:** Created product flow diagrams to understand the customer journey and for training purposes. A process model was created for triaging issues and mapping to resolve them.

**Stakeholder management and engagement:** Participated in weekly calls, industry and internal conferences, monthly workshops for co-creation/service design and various site visits.

**FDM Training**

**FDM Academy, London**  **March 2019 – April 2019**

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

BUSINESS: Project Support Office (6 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. **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**

**Education First, London** **August 2014 – December 2017**

*Residence Coordinator (final year promoted to Residence Manager)*

* Responsibilities included ensuring the smooth running of the all the EF residences in London in cooperation with the individual Property Managers. Management of residential bookings to fit in accordance with availability and customer requirements. Liaison with EF sales office around the world and customer support team to ensure all residence bookings are confirmed within 24 hours.
* Enhanced organizational and time management skills through meeting constant business needs and deadlines. Adapted interpersonal skills to effectively communicate with stakeholders at different levels.
* Challenges included using initiative during problem solving tasks by planning and prioritizing to deliver the highest quality of customer service. Dealing with stressed, upset, angry and/or undisciplined students.
* Overall, helped to maintain a level of satisfaction with the students living in the residence through friendly, but professional interactions.

**Education**

**Generic University May 2017 – December 2018**

**MBA, GPA: 3.92**

Graduated with Honours: Summa Cum Laude

Modules included: Management in Information Systems, Customer Relationship Management, and Operations Management

**Generic University September 2009 – June 2013**

**BA (Hons) Hospitality Management, 2:1**

Modules included: Marketing for Tourism & Hospitality, Hospitality Resource and Revenue Management, and Financial Management

**Other Skills:** Microsoft Office (Word, Excel, Outlook and PowerPoint)

G Suite (Drive, Docs, Gmail, Sheets and Slides)

Beginner in Italian and Thai (Speaking and Listening)

**Interests and Activities**

Shenna enjoys playing sport; he has been active from a young age and engages in many sporting activities such as football, badminton, tennis and long-distance running. It has taught him teamwork, organization and has helped him build his confidence and leadership qualities.

Shenna uses many of his week day evenings and weekends to run and volunteer with GoodGym. He is very passionate about volunteering and often finds himself assisting elderly people with difficult tasks or helping with a community project. He finds volunteering both rewarding and educational as he often learns new tips and skills. When he is not volunteering, he enjoys cooking as he is quite health conscious as well as he likes to experiment and re-create dishes from his travels.