**Sterling Kelly**

**Business Consultant**

**Profile**

Sterling is a former Communication Systems Engineer having over five years HM Forces experience within the Royal Corps of Signals. This has given him an in-depth understanding of Information Technology, Computing and Networking, demonstrating his knowledge in numerous UK and overseas exercises. After gaining technical experience Sterling was also able to develop his command and leadership abilities through undertaking the role of Junior Team Leader, whereby he led, directed and administered a team of eight Junior Engineers. This in turn increased his communication and presentation skills. In January 2017, Sterling received a General Officer Commanding’s Commendation for his efforts whilst deployed on an overseas exercise in a country.

The experience of supporting projects and the drive to achieve and succeed resulted in Sterling aspiring to become a Business Analyst. During his placement at the Home Office, Sterling was able to develop his analytical and stakeholder engagement abilities through strategically addressing individuals at various levels of seniority, in order to successfully gather requirements. Whilst in-role at Royal Mail Group, Sterling reported directly to the Head of Resource Management and supported various Business and Portfolio Directors to analyse demand vs supply to underpin critical BAU activities within Royal Mail. This ultimately gave him a solid understanding of internal organisational processes and strategies, and had also developed not only his managerial and leaderships skills but also his communication and presentation skills. Altogether, with over six years of acquaintance in complex and often arduous conditions, Sterling can be of benefit to any organisation seeking a motivated leader deriving from a technical background where analytical and logical thinking is imperative to achieve the goal.

**FDM Employment History**

**Royal Mail Group June 2019 – January 2020**

*Resource Manager*

* Capturing resource and skills demand from the Business IT Directors and working with hiring managers and RMG’s resource suppliers to meet the demand.
* Regularly meeting with Portfolio Directors, Business Partners, Hiring Managers and other key stakeholders to review demand to ensure accurate templates and forecasts are maintained.
* Reviewing allocation and utilisation of resources, and carrying out reporting processes within the defined reporting cycle for the Resource Governance forums.
* Managing the resource request process for RMG Technology.
* Leading on the contractor invoicing checks from the Technology Resource Framework (TRF) suppliers.
* Reviewing Resource Management’s current processes, identifying areas for improvement, documenting ‘to-be’ processes and sharing with the Resource Management Team as part of the continuous development initiative.

**Home Office – Border Force November 2018 – May 2019** *Business Analyst*

* Successfully engaging with both internal and external stakeholders, at higher (G7, G6, SCS) and lower (AO, EO, HEO) levels. Additionally, Sterling regularly addressed external organisations, including: system users; directors; commercial teams; legal teams; and IT professionals.
* Effective project planning: defining the required workstreams and tasks alongside identifying dependencies and potential risks to project delivery.
* Supplier engagement and analysis: holding meetings in order to communicate Border Force’s requirements, to understand suppliers’ existing systems and to discuss potential security, feasibility and compatibility requirements and issues.
* Holding workshops with the project team and Officers at multiple ports for extraction of information crucial to the feasibility study.
* Business process modelling of: current Border Force procedures from ‘targeting’ to ‘closure’; and to-be/expected processes of ‘targeting’ to ‘closure’.
* Regular reporting including developing a feasibility study report.
* Creating Architectural Maps and Data Flow diagrams of expected systems and collaborative technologies to show layout and inter-system relationships
* Requirements engineering of systems development.

**FDM Training**

**FDM Academy, Leeds July 2018 – August 2018**

Business Analysis 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. **Business Analysis Certification (with BCS Exam)** including Stakeholder Management, BPMN, Financial Appraisal, Requirements documentation
5. **Requirements Engineering, Workshops, Business Process Modelling** including an introduction to Jira, GAP Analysis, Business Architecture and BPMN
6. **System Modelling Techniques, Testing, Benefits, Realisation & Change Management;** techniques including Use Case Modelling, Entity Relationship Diagrams, User Stories and Testing Techniques.
7. **Sign Off Week** including a final project working with developers and testing to implement a functional application

**Previous Employment History**

**Army Royal Corps of Signal September 2014 – July 2018**

*Communication Systems Engineer*

* Responsible for installing, configuring and maintaining a range of communication platforms and equipment.
* Administered a team of eight junior engineers to execute project work.
* Regularly carried out unit inspections to ensure optimum serviceability of equipment.
* Frequently liaised with internal/external organisations of all levels via telephone, video-call or face-to-face meetings which developed communication and organizational skills.
* Developed command and leadership abilities in conjunction with communication and presentation skills whilst employed as a junior team leader.
* Attained account ability to handle classified and/or sensitive documents and information.
* Gained experience as a service-desk team leader in high-tempo customer service environments, where technical problems were common and performance and professionalism was key to ensure customer satisfaction to overcome complex issues.

**Education**

**March 2013 – July 2018 British Army –**

* **PRINCE2 Foundation & Practitioner**
* **Apprenticeship in IT and Computing Professionals**
* **Level 3 Diploma – IT Systems and Principles**
* **Level 2 Certificate – IT Systems and Principles**
* **European Computer Driving Licence (All modules)**
* **City & Guilds Award – Fibre Optic Communications Cabling (Internal)**

**September 2007 – July 2012 Generic School –**

* **12 GCSE’s (A\*-C including Maths, English and Science)**

**Interests and Activities**

Outside of work, Sterling enjoys leisurely activities such as swimming and going to the gym. He is a very keen boxer who regularly competed in tournaments whilst in the Army and he embraces the fitness and social side to the sport. He has been skydiving in the past and would like to go bungee jumping in the future.