

Matthew Leach

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PROFESSIONAL PROFILE

A senior business analyst and product manager with very strong analytical capabilities. Extensive experience of large scale business process change and organisational transformation across a wide range of industry sectors, with a specialism in finance and a proven ability to deliver on complex cross-functional projects to tight timescales. Experienced in the creation of target operating models, business case development, requirements elicitation, product backlog management, user acceptance testing, workshop design and facilitation, stakeholder management and business process mapping and re-engineering.

EXPERTISE

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| • Product management | • Operating model design | • Stakeholder analysis/management |
| • Business transformation and change management | • Business process analysis and design | • Project management methodologies (waterfall and agile) |
| • Data analysis | • Test management | • Business case development |
| • Requirements elicitation | • SDLC | • Financial modelling |
| • Delivery implementation | • Senior level visioning and facilitation | |

CAREER SUMMARY

Aug 2017 – Jun 2019 ELSEVIER LTD, Product Manager – Quote to Cash Programme (Contract)

Transitioned to the role of product manager for the bill to cash solution as part of a quote to cash transformation programme.

Responsibilities

- Responsible for all aspects of product management for the bill to cash solution.
- Working with stakeholders to understand their use cases and business requirements.
- Working closely with the change team to develop change impact assessments and to ensure product adoption through a structured change management approach.

Key Achievements

- Implemented core billing solution to drive efficiencies in the billing process.
- Planned and managed functional and user acceptance testing for the bill to cash solution.
- Designed suite of billing documents – invoice, dunning, e-statement, and related email templates.
- Delivered demonstrations of the billing solution to support business readiness preparation.

Mar 2016 – Aug 2017 ELSEVIER LTD, Senior Business Analyst – Quote to Cash Programme (Contract)

A core member of the team responsible for defining the global quote to cash blueprint. Working across both print and digital workstreams.

Responsibilities

- Business case development, business model definition, customer journey mapping, capability mapping, process analysis and re-engineering.
- Gathering requirements as user stories and maintaining requirements backlog for quote to cash solution.
- Working with process domain owners to drive process governance and policy decisions.
- Development of approvals and compliance framework.

Key Achievements

- Designed the costing model for print business to support the RFI and RFP process.
- Facilitated workshops to capture requirements as user stories for end to end quote to cash solution.
- Developed to-be billing, accounts receivable and collections processes.

- Facilitated workshops with business process decision-making group to communicate and validate process governance and policy decisions.

Oct 2013 – March 2016 BBC MONITORING, Senior Business Analyst (Contract)

Worked on a major change programme as a cross-functional member of all work streams.

Key Achievements

- Managed user acceptance testing for the new BBC Monitoring customer portal.
- Developed the new target operating model for the organisation.
- Designed new process architecture for the organisation.
- Completed analysis of existing cost base and developed product costing and pricing model.
- Designed and implemented a new BBC Monitoring commissioning process.

May 2013 – Sep 2013 LEXISNEXIS, Record to Report & Analysis Process Lead (Contract)

Process lead for Record to Report and Analysis as part of a finance transformation programme.

Key Achievements

- Designed and facilitated workshops in the US and UK and led the process analysis for the Record to Report and Analysis work stream.
- Re-designed processes aligned with the new finance function operating model.

Jan 2012 – Apr 2013 EUROTAXGLASS'S INTERNATIONAL AG, Senior Business Analyst (Contract)

Led business analysis activities on multiple projects.

Key Achievements

- Completed feasibility analysis and developed the business case for consumer website payment gateway migration.
- Completed feasibility analysis for development of 'White Label' valuation application plug-in.
- Led definition phase as-is analysis for new global editorial and production systems.
- Facilitated workshops across 10 European sites. Investigated and documented as-is process and systems requirements, enabling a decision on appropriate to-be solution for global implementation.

Jul 2010 – Dec 2011 SHELL UK LTD, Process Specialist (Contract)

Supported the credit management team in the implementation of AUDDIS and Paperless Direct Debit.

Key Achievements

- Documented requirements for the implementation of AUDDIS and Paperless Direct Debit.
- Completed data cleansing and conversion, UAT, go-live support, and training during AUDDIS implementation.
- Facilitated SEPA workshops and documented as-is direct debit processes and performed gap analysis to SEPA requirements.
- Produced SEPA process workshop toolkit for the credit management team.

EDUCATION AND QUALIFICATIONS

- **CIMA:** Advanced Diploma in Management Accounting.
- **BSc Hons:** Environmental Geology, University of Sheffield.

PROFESSIONAL TRAINING

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| • PRINCE2: Practitioner | • BCS: Requirements Engineering for Business Systems. |
| • PRINCE2: Foundation | • Duke University: Business Metrics for Data Driven Companies |

PERSONAL DETAILS

Interests include: Cycling, Triathlon, Duathlon

REFERENCES AVAILABLE ON REQUEST