**Miles Waite**

Bingham, Nottinghamshire, UK | Mobile: 07484 235133 | Email: waite.miles@googlemail.com

Website: https://mileswaite.net |

Professional Summary

Senior Business Analyst & Systems Architect transforming complex business challenges into scalable technical solutions. Over 20 years delivering enterprise platforms and AI-driven systems across risk, energy trading, e-commerce, and digital transformation. Currently focused on GenAI implementations that deliver measurable ROI through intelligent knowledge management and workflow automation.

Professional Experience

**Independent Consultant | Business Analyst & Systems Architect – Remote | Nov 2023 – Present**

* Designed and implemented context-aware RAG (Retrieval-Augmented Generation) system for construction portfolio management, transforming static documentation into a conversational AI interface for 200+ stakeholders
* Reduced customer service query volume by 40% via AI-powered self-service portal enabling 24/7 project information access
* Defined REST API and data architecture enabling rapid content updates with <1s response times
* Built scalable AI chat interface using TypeScript, Next.js, and Groq (Llama 3.1 8B), demonstrating measurable ROI via user interaction analytics
* Eliminated manual query handling bottlenecks, freeing project managers for strategic work

**Business Analyst | Enterprise E-commerce Platform – SME E-commerce Client, Bingham, UK | Oct 2015 – Oct 2023**

* Led multi-phase enterprise e-commerce implementation using Magento Enterprise
* Captured and managed requirements supporting >10,000 monthly transactions and £2M+ annual revenue
* Orchestrated migration of 250,000+ inventory items into bespoke database architecture, eliminating legacy spreadsheet dependencies
* Improved order processing efficiency by 35% through workflow automation and system integration
* Ensured 99.5%+ system uptime via proactive monitoring and issue resolution
* Bridged technical development team and business stakeholders, translating complex requirements into deliverable features

**Lead Business Analyst | E.ON Energy Trading – Düsseldorf, Germany | Nov 2010 – Aug 2015**

* Led 15-developer team delivering large in-house enterprise risk modelling platform for 120+ traders, risk managers and analysts across gas, oil, and structured products
* Transformed risk reporting from next-day to intra-day delivery, improving trading responsiveness and decision-making speed by 60%
* Decommissioned 100+ critical Excel spreadsheets, implementing full audit trail and version control, reducing operational risk exposure
* Delivered complete Endur product implementations including VaR calculations, Monte Carlo simulations, and scenario modeling
* Established requirements engineering framework and agile delivery processes for multi-country trading operations
* Enhanced trader productivity by 25% through streamlined workflows and automated data validation

**Sourcing Analyst | E.ON Energy Trading – Düsseldorf, Germany | Jan 2008 – Oct 2009**

* Managed procurement processes and vendor relationships for IT infrastructure projects
* Developed business requirements catalogues supporting technology sourcing decisions
* Improved contract management processes, reducing approval cycles by 30%

**Sourcing Analyst | HBOS Investment Hedge Fund Managers – Edinburgh, Scotland | Mar 2003 – Dec 2008**

* Delivered sourcing analysis and procurement support for IT and investment operations serving £2B+ AUM fund portfolio
* Created standardized requirements documentation framework adopted across investment teams
* Led vendor evaluation and contract negotiation for critical trading and risk systems
* Reduced technology sourcing costs by 20% through competitive tender processes and SLA optimization

**Technical Skills:**

Business Analysis: Requirements elicitation & engineering, process mapping, workflow optimization, stakeholder management, business case development

AI & Data Systems: RAG systems, prompt engineering, knowledge management, data architecture, API design

Enterprise Platforms: OpenLink Endur, Magento Enterprise, trading & risk systems, e-commerce platforms

Analytics & BI: Power BI, Excel (advanced), data modeling, KPI tracking, financial analysis

Development: TypeScript, Next.js, REST APIs, PHP/MySQL, Linux, Git

Methodologies: Agile/Scrum, PRINCE2, MSP, UML

Professional Development & Education Santa Fe Institute – Introduction to Complexity & Dynamical Systems | 2025 Applying network theory and emergent behavior models to risk management, market dynamics, and AI system architecture

Nottingham Law School – Graduate Diploma in Law (GDL) | 2003

Certifications: Scrum Master, UML, PRINCE2 Practitioner, MSP (Managing Successful Programmes)

Interests

Photography, music production (Ableton Live), reading across technical and fiction genres

References

Available upon request