

# SIOBHAN BAINES

Leeds

Telephone: 07766740070

Email: [baines.smb@gmail.com](mailto:baines.smb@gmail.com)

[LinkedIn: Siobhan Baines](#)

## PROFILE

---

Accomplished IT Lead equipped with 30 years' experience in delivering a variety of solutions on the IBM AS400 platform, including knowledge transfer, project management, change management and requirements gathering as well as providing exceptional troubleshooting and problem-solving skills and the highest standard of customer service. Demonstrates high levels of business acumen, understands business demands and manages day-to-day service operations of applications, ensuring the smooth handling of incidents and requests across a wide range of software, services and systems. International collaborator, who builds strong, productive, working relationships across Europe, Japan and Australia. Consummate leader, who builds, coaches and directs high performing support teams and manages the allocation of resources to projects. Now seeking new challenges where core transferable expertise and skills can be applied to business change, enhancing operational performance and growing revenue.

## TRANSFERABLE EXPERTISE

---

**Leadership:** Self-reliant, strong critical decision making, motivating, team building, delegating and monitoring quality

**Project Management:** Recognised for appropriate workflow management to ensure all work is prioritised and executed to meet client needs

**Stakeholder Management:** Forming, monitoring and maintaining constructive relationships by influencing stakeholders' expectations at all organisation levels, understanding their needs and delivering against agreed timescales

**Analysis:** Ability to identify systemic opportunities and implement detailed strategies to support effective transformative change. Implement set of practices and processes that lead to development of a set of well-formed business requirements from which the business solutions can be developed

**Requirements Gathering:** Expertise in utilising a variety of investigative techniques to elicit information from stakeholders and develop ways to manage their interests and expectations

**Continuous Improvement:** Proven ability to identify areas for further development, and able to support others in the process. Has an analytical and problem-solving approach to work. Excels at prioritising flexibly to meet rapidly changing needs. Adept at crisis and risk management

**Technical Skills:** Packages: JDE World 7.3 & 9.4 (including AR, AP, GL, SOX, PO, SO), Data3

Programming Languages: RPGIII, RPGIV, RPGLE, CL, CLLE, AS400 query language

Applications: Create!Print, Bartender, Aldon, BizAgi, BRMS, MQ, IIB, Transform, Robot Scheduler, Showcase Query, Microsoft Office (Excel, Word, PowerPoint, Visio)

## KEY SKILLS

---

- |                                     |                                  |
|-------------------------------------|----------------------------------|
| • Developer in RPG on IBM AS400     | • Change Management              |
| • Critical thinking                 | • Business Transformation        |
| • Process modelling/As-is and To-be | • Applications Support           |
| • Business Analysis toolkit         | • Knowledge Transfer             |
| • Risk management                   | • Cross-functional collaboration |
| • Structured analysis and design    | • Data Management and Reporting  |

## EMPLOYMENT HISTORY

---

Dec 2020 to date

**Freelance Business Analyst** - Baines SM Ltd

- Studying Diploma in Software Development with Code Institute [Siobhan Baines GitHub Account](#)

Mar 2020 – Dec 2020

**Freelance Business Analyst** - Baines SM Ltd/ Premier Farnell

- Collaborate with a variety of 3rd Party and internal, local and international stakeholders to enable successful implementation of new outsourced financial systems and produce FRS documentation.
- Demonstrated strong communication skills to liaise with stakeholders at all levels, including IT, Finance, IBM, Project Managers, Finance Directors, Business Owners and IT technicians
- Managed the delivery of numerous small projects, such as the redesign of the company's website emails and detailing requirements for a new invoice detail feed to a European government department

Oct 2019 – Jan 2020

**Technology Lead** - Infosys

- Provide Application Support, identify and analyse core requirements and key features of projects as well as business and technical knowledge transfer
- Liaise with clients for project briefing, consultation, installation and closeout reviews

- Supervise activities between internal and external resources, and facilitate smooth workflow for service delivery

Dec 2006 - Sep 2019

#### **JDE World Systems Analyst - Hallmark Cards**

An international subsidiary of privately owned Hallmark Cards in Kansas City in the greetings industry, employs 1,310 with a turnover of £142m pa. Major UK customers include Marks & Spencer, Tesco, Waitrose and Morrisons.

#### **Positions Held:**

2016 - 2019

#### **Business Analyst / Senior JDE Support Technician**

- Collaborated with a variety of internal stakeholders to provide on-site support for the Japan office systems upgrade
- Served as Consultant across financial reporting, acted as liaison for Australian and Central Europe system upgrades
- Delivered complex knowledge transfer sessions to Infosys across multiple process areas, to facilitate their take-on of services
- IBM MQ and IIB administration including dealing with external suppliers
- Supported the delivery of a new Pay-On-Scan process, modified a self-bill process to meet changing business requirements for major customers including Marks & Spencer and Morrisons. Held responsibility for the role-based security module and purchase order approvals process
- Simultaneously supported JDE World legacy 7.3 and current 9.4 systems, IBM MQ and IIB, and Robot Scheduler
- End-to-end management for the development deployment through Aldon LMi

2012 - 2016

#### **IT Finance Stream Lead and Application Support Analyst**

- Pivotal member in the Hallmark strategic business transformation project which de-risked the legacy core system JDE World 7.3 to upgrade to vanilla JDE World 9.3.1
- Gained insights into the needs of the business by undertaking requirements gathering, As-Is and To-Be process flows, business specifications, technical specifications, system testing, 'hand-holding' testers throughout UAT, go-live data transfers and post go-live support
- Played a key role in the configuration of a self-bill invoicing and reconciliation model for the Marks & Spencer account, utilised expertise to provide technical guidance across the financial module, assisted in configuring the new to 9.3 role-based security module, supporting legacy JDE 7.3 systems and managing multiple IBM AS400 systems operation tasks including the BRMS backup system

2006 - 2011

#### **Analyst Programmer**

- Enhanced efficiency by liaising with the business, to gain an understanding of their needs; utilised influencing skills within meetings to set acceptable archiving criteria to reduce the amount of unnecessary data in JDE.
- Expanded the Ship Confirmation suite of programs to interface with SAP EWM; supported users by producing a technical user guide and created various labels in an antiquated BarTender system
- Liaised with many business stakeholders, developed and implemented a data archiving suite including a mechanism for data retrieval
- Developed and embedded interfaces to the Savoye LM7 warehousing system including the business-critical Ship Confirmation suite of programs
- Managed numerous projects including a project to increase the expiry year within JDE to ensure bespoke changes were compatible. Monitored all project deliverables including timing, scope and budgets to mitigate any risks

#### **Key Achievements:**

- Successfully represented colleagues through TUPE and redundancy processes
- On-site Japanese go-live hyper-care support, JDE security and PO approval design
- First point of contact IBM MQ, IIB, Robot, Aldon, Showcase and role-based security when the department was downsized

#### **Additional Employment History**

Jan 2005 - Dec 2006

**1st/2nd Line Support and Development Analysis Programmer - Jacuzzi UK**

Jul 2002 - Jan 2005

**Analyst Programmer - William Hill Organization**

May 1990 - Jul 2002

**Company Secretary and Contract Analyst Programmer - Hapwell Ltd**

Oct 1989 - Apr 1990

**Analyst Programmer - Higham's Computer Services Ltd**

Sept 1987 - Sept 1989

**Trainee Programmer/Analyst Programmer - Baxter Healthcare Ltd**

## **QUALIFICATIONS**

#### **Professional**

ITIL Foundation Certified  
RPG 4 crossover & ILE  
Broker Administration  
Introduction to Java and WebSphere IDE  
Introduction to and Advanced RPG

#### **Personal**

BSc (Hons) Open Strategy, Collaboration and Finance  
Professional Certificate in Accounting  
Diploma of Higher Education Open University  
Certificate in Business Studies  
AAT Level 2 Certificate for Accounting Technicians  
2 A' levels and 8 O' levels inc Mathematics and English