

Thomas Rudge

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Summary of Skills

Business Analyst, Operations Expert, and Software Developer, with over 8 years' experience in Business and IT Change.

- Sole designer and developer of Nepos, a point of sale and cash management system currently being distributed in north east India.
- Proven leadership skills with extensive experience managing operation, test, and implementation teams, across both local and global areas.
- Capable of achieving operational efficiencies through data analysis, process redesign, and bespoke automation.
 - In my position as a Technical SME I improved the straight through processing of the main reconciliation system by 5% in the first 6 months of the role. The STP improvement equated to four full time employees.
 - Reduced a manual reconciliation process from over an hour to less than 10 minutes, by redesigning the user dashboard layout and automating some of the process.
- Overseen the success of numerous projects as a Business Analyst and TSME, attaining a firm knowledge of the end to end project life cycle and methodologies.
- High risk awareness. Completed risk assessments, created control frameworks, and performed audits for new and updated operational processes and systems; both internally and in collaboration with third parties like Sarbanes Oxley and Deloitte.
- Solid communication skills. Experienced in facilitating requirements workshops, brainstorming sessions, training sessions, presentations, and meetings at all levels. Capable of presenting complex and technical information in a coherent and succinct way.

Technical Skills

Python, Javascript, SQL, HTML, CSS, VBA, MS Excel, MS Access, Smartstream TLM, Problem Solving, Process Optimisation, Team Management, Requirements Gathering, Risk Management, Analysis

Experience

Freelance, Oct 2014 - Present

- Designed and built Nepos, a point of sale and cash management system for start-ups and small businesses. Currently in use by several businesses in the north east of India.
- Created desktop software that creates Swift MT940 cash statements from financial records for a company in Germany.
- Provided Business Analyst services to a finance company for various projects in Kohima.
- Produced various designs and printed materials for a number of companies in the north east of India.

Career Break, Jul 2013 – Jul 2014

- During this time I moved to Nagaland in India to spend time with my wife's family, and get to know her place of birth, culture, and customs. As well as exploring her beautiful country I spent a lot of my time acquiring knowledge and learning new skills through online resources.

Barclays, Sep 2010 – Jun 2013

Technical Subject Matter Expert (Analyst)

- Senior analyst in the management team of the corporate and investment bank's reconciliation services utility. Responsible for the proactive optimisation of operational processes and systems. Advisor to senior management on operations, technology, and change.
- Business technical lead in global change activities, including requirement elicitation, solution assessment, operations impact analysis, risk analysis, testing, implementation planning and execution.

- Successful implementation of a major upgrade to the main reconciliation system TLM.
- Successful implementation of an automated archiving solution.
- Worked with Sarbanes Oxley to develop a control framework for the reconciliation of a national payment system.
- Automation and improvement of various manual process.

Barclays, Mar 2008 – Aug 2010

Business Analyst, Corporate Change

- Business Analyst within the Global Payments Change Team. Role included: Eliciting and documenting stakeholder and end user requirements; performing impact assessments on business operations and systems; contributing to operational risk assessments and developing/proposing effective controls; designing and managing the execution of User Acceptance Testing; creating implementation plans; and performing post implementation analysis and lessons learnt.

Barclays, Jun 2007 – Feb 2008

TLM System Administrator

- Monitoring and administration of STL TLM and SSR Swift messaging systems. Duties included static configuration; monitoring via logs and SQL queries to databases; incoming and outgoing message monitoring; account proofing; and incident management and resolution.

Barclays, Nov 2006 – May 2007

Account Manager

- This role involved the daily monitoring, reconciling, and timely reporting of account ledgers and statements. Due to my extensive knowledge of the business processes I was selected to write the business procedures and process flow maps as part of an off-shoring project. I then used those documents to train and test my off-shore colleagues.

Voluntary Work

C.C School, Jul 2014 – Jul 2015

English Teacher

- Taught English to class 10 students at the Children's Christian School in Kohima, Nagaland. The school provides education to poor and underprivileged children in the north east of India.

Testimonials and Awards

Significant Technology Achievement Award in recognition of the outstanding contribution to the Kenya Replatforming Programme.

- Awarded by CIO of Technology Department & COO of Barclays Africa

Global Payments Award, for playing a critical role in the resolution of a BAU system incident.

- Awarded by Vice Chairman of Global Payments

“He is able to couple the knowledge he has built up with his intelligent, thoughtful way of assessing a task, and this has given him a good reputation across local and senior management within RSU.”

– Stewart Makin, Assistant Vice President (Caption from 2012 appraisal*)

“Tom has had a fantastic impact on the department’s financials this year...his ability to make departmental changes to improve our position is fantastic.”

– Nikki Turner, Operations Manager (Caption from 2011 appraisal*)

*Past appraisals available upon request.

Education

Southampton Solent University, Sep 2004 – Nov 2006

BA (Hons) Animation

Business Analysis Excellence Ltd, Jan 2014

Business Analysis Practitioner