David Longe

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**Profile: Project Manager, Business & Systems Analyst, and Business Architect**.

I love my job and love to solve business problems, with over 21 years experience within Financial/Banking and Insurance, Telecoms, Retail, Utilities, Education, Public Sector (Gov. & NHS), and Hospitality industry. I am a highly versatile and skilled Project Manager, Business Architect (Business and Systems) and Business Analyst (Business and Systems), managing and directing multiple projects as a PM, Business Analyst or Hybrid PM/BA. I have demonstrable extensive work experience in Transformation, Change and Transition programmes. Excellent written and verbal communication Skills across all organisational levels from CEO’s/ Company Owners, directors, managers, all staff and 3rd party engagement.

# Professional Achievements

* SDI 2 (2015) & 3 (2016) Star Certification for NHS Greater Manchester Shared Services
* ITSMF UK 2014: Winner: Service Management Project of the Year, ‘Merging Greater Manchester IT’, Greater Manchester CSU
* UK IT Industry Awards 2014: Highly Commended: Project Excellence, Best IT Project Demonstrating Most Effective Use of Collaborative Technology, ‘Merging Greater Manchester IT’, Greater Manchester CSU
* UK IT Industry Awards 2014: Finalist: Project Excellence, Best Not for Profit IT Project – ‘Merging Greater Manchester IT’, Greater Manchester CSU
* North West Informatics Awards 2014, Informatics Skills Development Network (ISDN): Finalist: Team of the Year Award – Greater Manchester CSU, IT Service Desk
* Pride In Excellence Awards 2014: Winner: Commended Outstanding Team of the Year Award, IT Service Desk, Greater Manchester CSU.
* Transform Ways of Working and Continual Improvement of Service and Business
* GMSS Business Continuity Plan and Policy and Implementation
* I have demonstrable experience in managing project budgets up to £5 Million

# Professional Experience and Skills

* Business Analyst, Project Manager, Business Architect.
* Transition, Transformation, Implementation Management, Release Management, Change Management.
* Complete Project life cycle experience of end-to-end processes
* Development full lifecycle and Digital Project end-to-end experience.
* Project rescue, Asset, Risk and Issue Management. Budgetary Control / Resource planning/ Forecasting and documentation.
* Business Readiness.
* Business Risk profiling and analysis.
* Regulatory Submission for Financial/Banking, Government, NHS, DWP.
* Strong Business Analysis skills with exceptional commercial experience of E2E processes using: KPI, The Decision Model, Lean Six Sigma (DMAIC, SIPOC, 5S, QFD, define CTQs,), UML, BPMN, RAD, Agile (including scrum), Boston Box, Balanced Business Scorecard, MOST, PESTEL, CATWOE, SWOT, BPR, GAP, UAT, Testing, TDD, SDLC, CRM, Agile lifecycle and Workflow Analysis.
* Extensive Stakeholder Management & 3rd Party Management.
* Excellent Presentation, Communication Skills, extensive peoples/team management of Project Managers, BA’s, SME’s and delivery/implementation staff.
* Design and process mapping of Functional/Target Operating Model (F/TOM) from “as-is” to “to-be”.
* Commercial experience in RFI / RFP / ITT, Business case production and Documentation.
* Online Website - delivery, designer, business and technical analyst, and site Webmaster.

**Key Skills set**

* **PRINCE 2 -** Practitioner Certified & experience in an MSP working environment, Lean Six Sigma working experience within business environment.
* **Service Desk Institute (SDI) 2, 3 & 4 star** certification.
* **Applications –** VSTS/TFS, Azure, BizTalk (Analyst), Jira, Navicat, Zapier, Codecademy, Asana, Amazon Web Services (AWS),Linux**,** ServiceNow Enterprise system, Proficient in all MS Office, MS Visio, MS Dynamics CRM, MS SharePoint, Microsoft Operating Systems MCSE level (Windows, Server, and Exchange, Active Directory), Office365, Citrix, IBM Rational RequisitePro, Rational Rose & Enterprise Architect, Bizagi BPM, Mobile Device Management MDM (Ivanti, AirWatch, XenMobile, Intune).
* **Technical –** BizTalk Analyst, API, ERP, XML, JSON, DNS, TCP/IP, AWS Cloud solutions, Network technologies (LAN/WAN, Firewalls) & Website technologies, Database (MS Access, SQL, MySQL).
* **Retail Technologies –** Point Of Sale (POS) systems – BLEEP, Future POS.
* **Internet Technologies –** HTML, CSS,cpanel, JavaScript & jQuery, Secure web payments systems integrations, SEO, various other website technologies.
* **Business Analysis -** BPMN, BPR, Scrum, Lean Six Sigma, UML, D.O.O.M, GAP Analysis, Requirements engineering, RUP, RAD, Use/Business case, MOST, PESTEL, CATWOE, SWOT, Six Sigma DMAIC.
* **Apple -** Apple Mac OS X – all versions

**Education / Academic Qualifications**

# 1989 - 1993 Attended BSc Computer Science

* Birmingham Polytechnic (University Of Central England)
* **3 A – Levels** 1987 – 1989
* **10 GCE ‘O levels (including English & Maths).** 1981 – 1986

**Personal details**

* **Nationality**: British. **Driving Licence**: Full UK Licence.

# Career Experience

**August 2017 to Present – AQA (Education Exam Setting & Marking), Manchester**

**The Projects: Agile Lead Business Analyst and Business Consultant**

**Budget:** £30 million+. **Team:** AQA, 3rd Party Avanade/Accenture, Microsoft, DRS, Krankikom.

**My Responsibilities & Achievements:**

* **Business Change & Service Management Improvement:**
  + Agile Lead for Functional & Technical Specifications of data Automation & Integration of messages through BizTalk Enterprise solution for Developers working on .Net, BizTalk, CRM, ERP.
  + Agile Lead Analyst serving as the nexus between Business and Technical teams
  + Agile Lead for BizTalk Analysis of Functional and Technical Specifications
  + Agile Lead Analyst working with developers though full development lifecycle
  + Agile Lead for Workshop Facilitation with stakeholders from AQA, Avanade, Accenture, Microsoft, DRS, Krankikom, Oracle, and others
  + Agile Business Architect for the design of Automation for Integrations for Enterprise System Buss (ESB) for Azure Cloud solution
  + Mix of Agile (AQA) & Waterfall (3rd Party) environment
  + Business Requirements, Systems Requirements, Data Mapping, 3rd Party Message across multiple AQA and 3rd Party systems.
  + Agile Lead for Technical Implementation plans, SIT & UAT Test Strategy
  + MI analysis and documented recommendations to management
  + Agile Lead for continuous service improvement across transformation programme
  + Agile Lead analyst and the support of Developers.
  + Agile Lead for SCRM Stand Ups, Retrospectives, etc of end-2-end Use case, user stories and mappings
* **SIT and UAT Lead and Support:**
  + Lead Business design of UAT (ITIL and non-ITIL capabilities) for Enterprise Solution.
  + Agile Lead Business Analyst for System Integration Testing (SIT) and Support
  + Facilitating UAT and SIT end-2-end process mapping sessions with end users

**February 2017 to Present – Drax Group (Drax Power, Haven Power, Opus, Drax Biomass (US) companies)**

**The Projects: Agile Business Analyst and Technical Lead, Business Consultant**

**Budget:** £1.2 million+. **Team:** 15 Reporting to me.

**My Responsibilities & Achievements:**

* **Business Change & Service Management Improvement:**
  + Agile Lead for implementation of £3 million Enterprise solution.
  + Risk Analysis and Regulatory Submission to Board of Directors
  + Agile Workshop Facilitation with stakeholders from Drax Power, Haven Power, Opus & Drax Biomass (US division), 3rd Party ServiceNow, BMC, Fruition (CSC), SDI, Bomgar
  + Agile Business Architect to map roles onto Org to deliver business change
  + Business design (ITIL and non-ITIL capabilities) for Enterprise Solution
  + SIT Test procedures, facilitating UAT sessions with end users
  + Agile business environment
  + Business Case, Business and Technical Implementation plans, Test Strategy
  + MI analysis and documented recommendations to management
* **Procurement Lead:**
  + Slashed 30% off the list price for ServiceNow by negotiating pricing and fees, while ensuring supplier adherence to tender process.
  + Slashed 35% off the blended daily cost of ServiceNow implementation
  + Slashed 10% off the list price for Bomgar by negotiating pricing and fees, while ensuring supplier adherence to tender process.
  + Lead the Tender process, 3rd Party evaluation and workshop facilitation
  + Request fir Tender, price negotiations, solutions workshops facilitation, statement of work (SOW)

**June 2016 to November 2016 – Hewlett Packard (HPES)**

**The Projects: Business Analyst and Architect, Business Consultant**

Working on behalf of HP on the DWP SSBA programme:

**Budget:** £2 million+. **Team:** 5 Reporting to me.

**My Responsibilities & Achievements:**

* **Target Operating Model (TOM) Architect & Business Improvement:**
  + £10 million Enterprise solutions budget
  + Target Operating Model design for DWP HP SSBA account.
  + Risk Analysis and Regulatory Submission to DWP, Government
  + Workshop Facilitation with groups from HP, HPE, DWP, IBM, KPMG.
  + Business Architect to map roles onto org to deliver management of business change.
  + Technical capabilities design (ITIL and non-ITIL) to provide an interim and future solution across multiple organisations.
  + Agile – Supporting the business users in clarifying, elaborating and prioritising requirements, bringing domain expertise and analytical ability to development teams and to assist users by assessing impact in light of the strategic business context.
  + Tooling and systems analyst for the migration and integration of DWP infrastructure hosted at HP Data Centres to be migrated to Government Data centres hosted by Crown Host Services
* **Technical Author:**
  + Technical Author of ITIL and non-ITIL capabilities
  + Creating and documenting Working Instructions and training simulations.

**July 2013 to April 2015 – Greater Manchester Shared Services (GMSS)**

**The Role(s): Project Manager, Business and Systems Analyst and Architect.**

**The Projects:** Multiple projects with individual delivery budgets up to £2.2 million including:

**Budget:** £3.1 million+. **Team:** 20 Reporting to me.

**My Responsibilities & Achievements:**

* **Business Architect and Analyst: IT Services Hierarchical Escalation Management Policy:** Full project life-cycle to:
  + Defines controls (guidelines and rules) for managing hierarchical escalations within the supported environment
  + Create the Policy and Standard Operating Procedures
  + NHS Risk Compliance Analysis and Regulatory Submission
  + Transform Ways of Working and Continual Improvement of Service and Business
  + Define the roles, Responsibilities and process for how GMSS IT handles Service Call hierarchical escalation, both internally and customer (and regulatory) initiated
  + This covered all customer contacts including of type, Incident, Service request, Request for change, Request for information, Complaint, and Suggestion.
* **Business and Systems Analyst: A series of ServiceNow Enterprise Tooling enhancements and Application development using Test-driven development and SDLC in an Agile methodology environment.**
  + Working with developers of ServiceNow (both in-house and 3rd party company Fruition Partners).
  + Full SDLC Development life cycle on 3 ServiceNow instances -to separate code from Dev., Test & Prod, and Automation of human and systems process.
  + Responsible for Business and Systems Analysis, Requirements and Specifications, identification of key defects, issues and opportunities. Using techniques including UML, users case and user stories.
  + Design of the testing phases including test sessions with end users from various departments.
  + Designed the testing application module for ServiceNow, developed in-house with Fruition.
  + Managing internal and 3rd party developers (Fruition Partners, ServiceNow).
  + Project Management using Agile and Scrum methodologies, Lean Six Sigma and PRINCE2.
  + **What we developed:** Various ServiceNow enhancements; Field service management app; Service Management Escalation app; Service Improvement Management app; Business Continuity app; Testing app; Business Intelligence Incident and Request app; IT Audit app for recording standards such as SDI, ISO 20000; Project Management module app.
* **Hybrid PM/Business Analyst: Service Improvement Management Policy:** Full project/programme change life-cycle to:
  + Defines controls (guidelines and rules) for managing IT Service Improvements.
  + NHS Risk Compliance Analysis and Regulatory Submission
  + Policy and Standard Operating Procedures
  + Define roles, Responsibilities and process for how GMSS IT handles service improvement, with how they are raised, approved, delivered and signed off operationally within GMSS IT, including how to identify and inform relevant.
* **Business Architect and Analyst: GMSS IT Services Business Continuity Implementation, Policy and Plans:** Full project/programme change life-cycle to:
  + Policy and Standard Operating Procedures.
  + NHS Risk Compliance Analysis and Regulatory Submission
  + Business Continuity Plans (BCP), Business Continuity Management (BCM) Policy.
  + Project Management, Analysis, Testing, Training and Implementation of Plans and Policy.
  + Alignment with 3rd Party BCP.
  + Plans written with consideration to the requirements ISO 22301.
* **Business Architect and Analyst: SDI 2 Star Certification 2015 and 3 start certification for 2016:** Project managing NWCSU Service Desk for the SDI's Service Desk Certification programme. This is the only industry, standards based, accreditation programme specifically designed to certify service desk quality. Based on the [EFQM model](http://www.servicedeskinstitute.com/admin/includes/download.php?id=913), the Service Desk Certification Standards provide a clear and measurable set of benchmarks for NWCSU service desk operation, many of which are not included in ITIL or ISO/IEC 20000.
  + **I delivered a 2 star Certification achievement in 2015**
  + **I delivered a 3 star Certification achievement in 2016**

Managing all the required functions within IM&T (Service Management, Service Desk, Infrastructure and Data Centre, Change Management, Release, Configuration and Asset Management, End User Support) wider organisation Directors, senior managers through to service desk staff. Ensuring full business readiness for the SDI Certification programme. Delivered all required projects to improve the service desk's effectiveness and maturity against the globally recognised standards.

* **Business Intelligence Lead (Business Analyst and Architect): Business Improvement, Transition and Transformation, Regulatory Submission** for GMCSU Business Intelligence (BI) for CCG customers of GMCSU, business architecture and implementation of new Target Operating Model (TOM), Demand Management design and implementation, Business process Automation & re-engineering for support model, business and systems Roadmap, Stakeholder management within GMCSU, CCGs and 3rd party clients, work plan assessment and implementation, BI Systems analysis, scoping, process design and implementation.
* **Business Architecture Transforming Way of Working (WoW): Business Improvement**. Target Operating Model, Transition and Transformation, Business and systems roadmap, Demand Management, Policies, Processes, Procedures (SOP) and Ways of Working. Develop new standardized Policies, Processes, Training, and integration Design.
* **Systems Road Map & Development of Continual Service Improvement (CSI)**: **Business Improvement**. Identify existing Business Intelligence and Service Management strategic demands, including applications and Systems and develop a road map to rationalize, standardise and optimize business and systems development
* **Performance Management:** **Business Improvement.** Define and implement a Performance Management framework for Business Intelligence and service management, this includes defining necessary SLA’s KPI’s OLA’s etc., Defining and differentiating support activities & develop generic performance metrics, define a Performance Management Reporting hierarchy & regime i.e. Department, Group and Individual.
* **Hybrid PM/Business Service Analysis:** Delivered Business Service Improvement to support services across the CCG’s in greater Manchester, which included gathering and analysing business and system information in order to establish service trends, issues & opportunities.
* **Remote Support Service Procurement & Implementation:** Slashed 31% off the cost of 24 Bomgar Enterprise license cost as part of contract Procurement process. Delivered Business and Systems Requirements specifications document across GMSS, develop and produce Service Desk Training Needs Analysis, Business Processes and Procedures, Training manual. Responsible for Implementation management and post implementation support.
* **Hybrid PM/BA - Field Service Management implementation:** **Business Improvement** – GMCSU Business and Systems Analysis, Project Management, Training Needs Analysis across Service Desk, Field Engineers, Asset Management, Logistics and end client, Process Engineering and Mapping, Testing and Implementation.

**Objectives and Achievements: Business Intelligence (BI) -** Transition and Transformation of GMSS Business Intelligence, Service Management and Service Desk. Also Business Improvement, Training Needs Analysis, delivery of Training to cross-skill and up-skill all BI Support Analyst and Service Desk Analyst, Business Process reengineering and Service Operational Procedures (SOP). Target Operating Model (TOM), Demand Management and Business and Systems Road map. Bomgar Enterprise Remote Support implementation, from development of the options document paper to contractual procurement of the application, to design and implementation, Service Desk and Engineer Training and process mapping of new ways of working. Sole Business and Systems analyst and Project Management of Field Service Management implementation for GMSS. 3Rd Party Supplier Management of companies such as ServiceNow, Bomgar, Microsoft, Fruition Partners, 10+ NHS CCG’s and GP practices, Acute Hospitals.

**January 2013 to June 2013 – Manchester City Council (MCC)**

**My Responsibilities & Achievements: Business Analyst and Project Manager (Hybrid role)**

**The Projects:** I ran multiple projects for MCC concurrently: **Wide Area Network (WAN) and Telephony**; **Citrix 7 farm Upgrade**; **Microsoft 365, Office/Exchange/Lync 2013**.

**My Role: Senior Business Analyst (Lead)**

* **Projects - Wide Area Network (WAN)** & **Telephony, Citrix 7 farm Upgrade**, **Microsoft 365, Office/Exchange/Lync 2013**:
* Business and Technical Requirements Analysis within an Agile working environment.
* Citrix 7 Upgrade Farm, from initiation, scope, License Upgrade negotiations and final price proposal, design and design assurance for MCC.
* Systems, Process and Business Improvement of the WAN Infrastructure, Service Desk, Service Management and Telephony.
* Negotiated the Citrix 7 license upgrade price from initially over £1.2 million to under £700,000.00 to cover a 5-year period contract, while securing a credit for last years already paid license subscription of over £80,000.
* Working closely with MCC Solutions Architects and Microsoft to deliver the MS Solutions Alignment Workshop (SAW) and MS Solutions Alignment Index (SAI), I identified prerequisites and MCC readiness to implement MS O365 and Office/Exchange/Lync 2013 offerings.
* Project Initiation document (PID) for the project board and Project Plan with key milestones.
* WAN project migration of over 130 sites from existing WAN currently on SHUKS, to the BT MPLS Cloud WAN solution, upgrade of Telephony core systems Avaya and mobile solution.
* Working with all support functions and 3rd parties to create a workable relationship across multiple desperate 3rd parties including BT, Intrinsic, T.I S, and Laing O'Rourke.

**April 2011 – Present. Gazuntai.com Social MarketPlace Ltd.**

# The Project: [www.Gazuntai.com](http://www.Gazuntai.com) Website MarketPlace on-going Development, Implementation and Management.

**My Responsibilities & Achievements:** **Business Analyst/PM and Architect:** Using Agile (including variants like Scrum) and Waterfall project management methodologies including development lifecycle processes TDD, SDLC. Lean Six Sigma for process design.

**Budget:** £250,000.00**. Team:** 10 Reporting to me.

**Achievements and Business Benefits**:

Continuous improvement of business model using Lean six sigma, on-going development and implementation of key website features. Integrated online payments options using Paypal and Paypal Pro, Authorize.net, WorldPay, Nochex, LinkPoint and Payment Express. Provision of ecommerce tools such as optimised SEO, Social media sites integration so that customers can link their listing easily with such sites as Facebook, Twitter, LinkedIn, Pinterest, Digg, Craiglist, MySpace, Reddit, Google+ and more (for those wanting to share their items, products and services). User interface design, enhanced security management and customer journey optimisation. Resource Management of key contract developers in the USA and India on an on-going basis.

**January 2012 – January 2013. Buddha Lounge Ltd.**

# The Project: EPOS and CRM Dynamics Implementation and Business Process Change.

**My Responsibilities & Achievements: Hybrid PM/Business Change Readiness Analyst:**

**Budget:** £500,000.00**. Team:** 8-12 Reporting to me.

**Achievements and Business Benefits:**

* Risk analysis and Regulatory Submission (Food Standards, Health and Safety, Employment)
* Produced a request for proposal (RFP) to bring structure to the procurement decision and this allowed the risks and benefits to be identified clearly up front.
* Agile Digital project analyst for paperless analysis and end to end process.
* Implementation of Point Of Sale (POS) systems with associated process reengineering.
* I Identified opportunities to improve processing accuracy by 66%, reduce processing time by 45%, processing costs by £150k and reduction of 75% of non-value added steps in the process.
* Drove and managed the overall E2E process from Project initiation, business case facilitation, requirements definition and business process from as-it to to-be.
* Facilitate design discussions between businesses managers and the supplier. Produced functional/systems specifications for both customer and solutions provider.
* Delivered High-Level Requirements Document, Detailed Requirements Document and Requirements Traceability Matrix for the project within the project schedule and GAP analysis.
* Technical Specifications using ULM / BPMN/Agile, and creation of Use and systems Case.

**October 2011 – December 2011. Barclays Bank plc.**

# The Project: Standard Life Mortgage Integration Project.

**My Responsibilities & Achievements:** **Business Readiness Manager** for the mortgage products integration with Barclays Mortgage products, Risk analysis and Regulatory Compliance and submission.

**Budget:** Part of £25Mil**. Team:** 8-16 reporting to me.

**Achievements and Business Benefits**:

* I used Lean & Six sigma principles to brainstorm ideas and solutions to significant problems identified during analysis stage,
* Design of Experiment (DOE) to help reduce special case variation and optimize process capability. I ensured processes were well defined and communicated. People – I ensured they had the required skills and understood the business objectives. Organizational context –
* I ensured there was a supportive management approach, defining jobs and Responsibilities & effective cross-functional working practices.
* I gathered detailed requirements of the mortgage products offered by both companies, policies and terms and conditions associated with the varying offerings and designing a solution to transfer standard life customers to Barclays mortgage products.
* I contributed to the Customer journey function and ensuring readiness for both business and customer, while designing training processes for customer facing support staff.

**April 2011 – September 2011. Northern Rock plc.**

# The Project: Business Transition Project. The physical and logical (Functional) Separation of Northern Rock into two separate new entities.

**Budget:** £1.5 Mil**. Team:** 5 Reporting to me.

**My Responsibilities & Achievements:** **Business & Change Analyst**.

# Process Design and Strategy development across the current organisational design for Separation.

# Responsible for separating 3 departments from OldCo and implementing them for the NewCo

# I contributed to the creation of the Functional Operating Model (FOM),

# Digital Project analyst for the paperless process of paper documents to digital work distribution.

# Delivered Business and Technical Requirements, detailed risk based insolvency analysis.

# Delivered GAP analysis, and applying The Decision Modelling to business process redesign across both Entities and ensuring the end-to-end Processes and Workflow analysis modelling.

# I used Lean & Six sigma principles to brainstorm ideas and provide solutions to significant problems identified during analyse stage, used Design of Experiment (DOE) to help reduce special case variation and optimize process capability.

# I produced the design documentation and implementation of training requirements; UAT and BAT test criteria for shared services divisions.

# I worked collaboratively with business SME and IT domains and 3rd party supplies.

**August 2010 – March 2011. Cerebro Systems Limited.**

# The Project: MS Dynamics CRM analyst, Business Analyst and Project Manager (Hybrid role)

**Budget:** £300,000.00**. Team:** 10 Reporting to me.

**My Responsibilities & Achievements:** **Business and Technical Analyst**

# Define the technical solution using business analysis processes, procedures, tools and techniques and other solutions

# Document and analyse current state “as-is” processes.

# Stakeholder management to develop business analysis documentation and models to identify the changes affecting technical, organisational, people and systems and process.

# Deliverables included complete set of processes, workflows and rules, which incorporate business activities and the technology steps.

# Highlighting and documenting opportunities and improved ways of working

# Define value and measurements for key benefits of the system to business

# Project governance and adherence to organisation controls

# Creation of KPI’s set of options and proposals for business solutions.

**Jan 2010 – July 2010. Co-operative Financial Services (CFS), and smile online banking**

**The Project:** Call recording platform upgrade implementation. CRM Dynamics technical analyst. I worked to PRINCE2, MSP methodology and ITIL best practises.

**Budget:** £1.2Mil**. Team:** 12 Reporting to me.

**My Responsibilities & Achievements: Project Manager & Business Analyst**. I engaged the four business areas within the Bank’s customer contact centres, which included Debt Management, Customer Services, and the Internet online bank *smile.* Working to a high level of governance (FSA and Co-op), TCF, CSR, I worked with the customer service managers to develop new business processes to be used. I produced a business requirements document, process maps, testing scripts to ensure appropriate UAT, marshalling and negotiating between the business areas into operational readiness. Proof of Concept design to thoroughly test and ensure successful implementation. Technical specifications for CRM Dynamics implementation and process design. Resource management of tasks and activities improved training documentation to the customer contact centres using new re-engineered business processes across the 3 divisions. 3rd party supplies management (Steria UK). Digital project analyst for the CFS Digital Paperless project.

**Budget:** £5 Million Programme, £1 million my responsibility.

**Timescales:** 5 months

**Achievements and Business Benefits:** I negotiated & agreed the budget for the project to be shared between the business divisions. I produced a comprehensive business requirements document, a comprehensive proof of concept design & planning strategy. I reduced desktop and service managed cost by 30% by successful 3rd party supplier negotiation. I created all necessary project plans and implementation plans with clear achievable milestones. I created a fully engineered Business requirements document for Smile the online bank and Debt Management function. I contributed to improved and updated staff training documentation, improved business processes, while maintaining TCF standards.

**Jan 2008 – Jan 2010. Cerebro Systems Limited.**

# The Project: Business Deliver of B2B solutions & Consultancy as needed.

**Budget:** £200,000.00**. Team:** 7 Reporting to me.

**My Responsibilities & Achievements:** **Business & Change Analyst** for the development of B2B and online payments solution.

Process requirements & definition, GAP analysis, and process reengineering. Deliveries of E-2-E processes for secure online payments solution. Delivered an improved workflow process with opportunities to improve processing accuracy by 72%, reduce processing time by 35%, processing costs by %12 and reduction of 60% of non-value added steps in the payment process. 3rd party supplier management.

# Budget: £2.5 million+

# Size: Team of 25, affecting business customers nationally and worldwide.

**Jan 2001– Nov 2007. Halifax Bank of Scotland (HBOS plc.) West Yorkshire based**

I managed various projects across the business estate affecting over 80,000 staff. I managed teams of project managers, business and systems analyst, SME’s and project resource staff.

**Budget:** £1-7 million+. **Team:** 8 - 16 Reporting to me.

**The Project:** Infrastructure Transformation project across Mortgages and Retail Banking.

**My Responsibilities & Achievements:** **Senior Business Analyst** – I performed the business analysis of existing processes, produced the comprehensive requirements, and performed risk analysis and issue management. I developed business and system processes and workflows, while being responsible for facilitating and coordinating activities between the business and IT. I managed team of 8 BA’s to work within PRINCE2 and ITIL v3 framework.

**Achievements and Business Benefits:** I delivered the complete business requirements document including GAP analysis and associated process maps. I produced the formulation of aspects of the project approach, planning of initiation phase and project stages, workshop facilitation, process automation,

I delivered a design, commissioning & implementation of the projects key toolsets thus delivering significant financial benefits. I managed the development and design of service desk toolsets and processes to hand over to BAU function. I was responsible for 3rd party supplies management.

**The Project:** Platform Transformation Programme across Mortgages and Retail Banking.

**My Role:** **Senior Business Analyst**. I managed multiple projects within the context of a larger programme covering Mortgage and Retail banking Division. Payments as-is and to-be Business Requirements followed with a process Improvement exercise. Co-produced the systems designs for the business solution for the migration of over 80,000 corporate & branch-based users to Active Directory & XP desktops. I contributed to the creation of the business case. Also estimating and budget management, process & planning, risk and issue management, change management, QOS management and acting as contact for BAU and the wider programme. I managed team of BA’s to work within PRINCE2 and ITIL framework.

**Achievements and Business Benefits:** I managed the development and design of service desk toolsets and processes to hand over to BAU function. I delivered the complete business requirements document including GAP analysis and associated process maps. I produced a BRD for Mortgage Payments, from the as-is to the to-be followed with a process Improvement exercise that contributed to designing the business solution for PARIS. I delivered workshop facilitation exercises, process mapping, white box testing, UAT and BAT scripts, and contributed to the Business continuity analysis.

I delivered a design, commissioning & implementation of the projects key toolsets thus delivering significant financial benefits. I was responsible for 3rd party supplies management.

**The Project:** New Uberia Project (Platform Transformation Programme)

**My Role:** **Project Manager & Lead Business Analyst**. Managed & developed from Initial Business case a Business solution for consolidation of the SAN Data Security across Mortgages and Retail banking. Development of infrastructure plans, creation of the PID, Stage planning of the project lifecycle, business requirements, process analysis and definition, systems analysis and definition.

**Achievements and Business Benefits:** Mortgage and Retail banking Division. I delivered a complete business requirements document. Complete project cycle solution and handover to BAU. Included 3rd party supplies management.

**The Project**: City Mark Business Banking Relocation Project

**My Role:**  **Senior** **Business Analyst**. I was responsible for the site relocation, business case conception, business requirements, producing the PID, project stages planning & Stakeholder management. I was responsible for Quality of service, detailed analysis & documentation of business as-is and to-be processes. I was responsible for producing the workflow analysis documents and convert these into configuration specifications. I worked within PRINCE2 ad ITILv3 framework.

**Achievements and Business Benefits:** Relocation of over 2000 BOS staff to new multi-storied building, Ensured readiness of site before business handover, delivered business solutions based on business requirements, Ensures compliance with HBOS values and treating customers fairly. I delivered a Complete Project cycle solution. 3rd party supplies management.

**The Project:** ELAS (Equitable Life Assurance Society) Business Integration –Mortgages and Retail.

**My Role:** **Senior Lead BA**. I managed a team of business and system analyst for a large data and payments analysis migration project following the acquisition of ELAS by HBOS plc, producing a comprehensive and fully engineered Business and systems Requirements document. I was responsible for all stakeholder management and relationship building. Budget management, impact analysis and risk assessment and compliance and design assurance with systems architects. Activities also included process modelling, workshop facilitation and requirement gathering, and 3rd party supplies management.

**Achievements and Business Benefits:** I took over a failing project mid-term and re-designed the project plan to successfully managed the business requirements gathering for Mortgages and Retail functions. This was a project rescue managed to completion and achieved cost reduction of 20% from initial estimation.

**The Project:** SAN Infrastructure Implementation for Mortgage and Retail Banking.

**My Role:** **Business Analyst**. I managed a complete requirements gathering and analysis of business divisions including Group Technology, Mortgages, Savings and Support Services. I was tasked with understanding the department’s individual business requirements and translate these into technical solutions. I was also responsible for all 3rd party supplies management.

**Achievements and Business Benefits**: I delivered improved restructure and migration of complex business requirements into technical infrastructure data for implementation. I delivered benefits of increased speed, efficiency and security to comply with Bank of England regulatory data security requirements. I was involved in the complete project life cycle.

**Jan 2001 – May 2001. OnCue Telecommunications Ltd. Salford Quays Manchester**

**The Project:** Data centre Implementation

**Budget:** £1.3 million+. **Team:** 12 Reporting to me.

**My Responsibilities & Achievements:** **Senior Business and Technical Analyst**

**Achievements and Business Benefits:** Implementation of a £1 Million+ Data Centre, Business and systems requirements, produced complete documentation of the new infrastructures and business processes. I provided service toolset and training to business customer base and internal staff.

**May 2000 – Jan 2001. PriceWaterHouseCooper. Manchester**

**Team Manager, PSO, Technical and Business Analyst**. Programme, Portfolio Project planning, comprehensive workflow ad GAP analysis working in a large scale Business Transformation Programmes with multiple work streams and multiple primary deliverables. Business and Technical Requirements, Functional Specifications, Lean six sigma process improvements and value stream mapping.

**May 1999 – March 2000. BT and o2, IT Infrastructure Management and Support**

**Team Leader, Technical and Business Analyst**. Business and Systems Requirements, Use and /systems case, Service Management, Technical and functional Specifications, Implementation and Training.

**Nov 1996 – April 1999. Cooperative Insurance (CIS) Central Manchester Office**

**Team Leader and Senior Network Engineer.** Provided Business analysis, functional and Technical requirements and process. Administration and support during a large scale multiple domain migration of over 4,500 business users.

**July 1996 - Nov 1996. CamWatch UK. Central Manchester**

**Team Leader and Senior Network Engineer**. I supervised the design, implementation and support of multiple OS network and CCTV for the company’s clients on various customer sites.

**July 1994 - June 1996. Eastern Energy (Now known as TUX Energy) (Manchester Support Office)**

Team Leader and Systems Business Analyst. Back Office server Administration and Hardware Engineering of the Data centre before becoming Team Leader.