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**Profile**

A highly accomplished Senior Business and Systems Analyst with extensive experience in all aspects of the software development life cycle, with particular emphasis on the key stages; Business & Systems Analysis and Design & Build (including testing).

Recent experience includes spells at:

* NFU Mutual (Insurance Documentation, Card Payments including implementation of PCI DSS compliance, BillingCenter & ClaimCenter)
* Avon Insurance (TIA including Static Data, Policies and Sales & PCI DSS).
* Zurich Insurance (ClaimCenter)
* Homeserve (New products and Policies Compliance and Conduct Risk assessment, input to TOM
* The Davies Group (Bespoke GI Claims solution).
* Experian – (Business Credit Services both legacy and major transformation)
* Wesleyan Assurance – (Point of Sale (POS) extension to the new CRM implemented in Microsoft Dynamics).
* NFU Mutual (Business Process Modelling and Impact assessment with introduction of new GI Claims Processes implemented in ClaimCenter).

Has worked as both a Lead and Senior Business Analyst; providing both QA and mentoring to the more junior Business Analysts.

Grammar school educated and with an ONC in Aeronautical Engineering is both articulate and numerate with a logical mind.

**Career and Achievements**

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| **Business Analyst – NFU Mutual Stratford-Upon-Avon** | **June 2017 - present** |
| Engaged as a Business Analyst on the ClaimCenter project for both Motor (Release 1) and Home, Equine, Agricultural & Corporate (Release 2). The project being run on an Agile basis heavily reliant on User Stories that were derived from requirements and Business processes. Responsibilities and achievements including:   * Creation of process models using BPMN as the driver for development and test and as a feed into training and BAU Claims handling within NFUM. * Participation in elaboration workshops during the design and build phase of the project with emphasis on steering the design towards the agreed processes where technically possible. * Providing review of System Integration Test (SIT) scripts and support for SIT testing issues/questions. * Implementing a change process for issues raised in release 1 to determine whether to correct in Release 1, Release 2 or add to the BAU backlog. * Conducting Business Readiness impact assessment interviews for affected areas of the business, writing up the results with recommendations and feeding into implementation plans. * Provision of BA support for issues raised in Live proving and rollout to full Agency network. * Assisted Business with analysis work required for BAU Backlog items to provide both proposed solution and acceptance criteria for acceptance by Subject Matter Experts. |  |
| **Business Analyst – Wesleyan Assurance Birmingham** | **December 2016 – June 2017** |
| Engaged as a Business Analyst engaged in providing analysis around a Point of Sale (POS) extension and production of processes and procedures for the new replacement CRM implemented in Microsoft Dynamics. This included migration of legacy system data into the new platform and synchronization with remaining elements of the legacy platform.  Activities include   * Attendance at design workshops plus the capturing and processing actions arising from those workshops. * Raising and acting on Change Requests where the design has been altered or changes required as a result of testing. * Validation of third party produced documentation ensuring the full scope of iteration has been included and is as per the outcome of design workshops. * Support for both testing activities and Business Readiness process and procedure production. |  |
| **Business Analyst – Experian Nottingham** | **July 2015 – November 2016** |
| Engaged as a Business Analyst within the Business Information division in the Credit Services and Development area, providing Business related credit data to re-sellers and direct clients for both companies and directors. Responsibilities and achievements being:   * The analysis of requested changes emanating from both the Business and data sources organisations such as Companies House, London, Edinburgh & Belfast Gazettes, Thompson and 118 directories. * Gathering and documenting requirements from the requesting business area and documenting them using a pre-defined template. * Recommending solutions to the business and once an option is selected generating a Cost Model for the change. * Creating a Functional Specification for a selected and estimated change option signed off by the business. * As required, defining test scenarios for the change and if required produce the test cases for User Acceptance Testing. * Provide on-going support to all other teams/individuals involved in the project until final sign-off post the warranty period in the live environment. * Latterly involved in the re-platforming of elements of the Business data from the legacy mainframe system to a new DB2 based system; including new Manual Amendment functionality, migration and new data source processes. Areas of responsibility included:   + Migration of Public Information for Businesses from the legacy system to the new system   + Load process for Public Information into the new system   + Manual amendment of Public Information in the new system   + Migration of Business details from the old to new system   + Creation of a “Golden” view of Businesses based on data from a variety of suppliers.   + Manual amendment of Business data. |  |

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| **Lead Business Analyst - Davies Group Stoke-on-Trent** | **April 2014 – July 2015** |
| Engaged as a Senior Business Analyst within the Davies Group, providers of claims management to a variety of Clients from large Insurers through Lloyds Syndicates to Insurance Brokers. Undertaking a major re-structuring of the group, providing a single bespoke system for handling, investigating and fulfilling claims for the client community, the new system to be provided on a module by module basis within an aggressive timescale. Responsibilities and achievements being:   * Leading a team of three Business Analysts engaged in Requirements gathering and logical design leading to Use Cases for delivery to both Development and System Test. * Gathering and documenting requirements from all business areas within the group for each of several functional modules to be delivered. Introduced new Business Requirement Document template and a Requirements Catalogue from which to track progress. * The definition of tasks (Activities) within the new system utilising full automation where possible to provide process workflow and good quality management Information. This involved mapping the processes within each Business Area to allow identification of action points on which to pin Tasks. * Captured requirements for the provision of a workflow system in support of MOJ (Ministry of Justice) Claims, thus ensuring adherence to the strict timetable of events as prescribed by the MOJ rules. * Reviewed and documented an aging system utilised in Liability claims within a branch of the group with the aim of temporarily moving this system to a platform from which interaction with the modular approach was possible. Particular care being taken to minimise any disruption to the production of the Client reports generated from the old system data. * Introduced a new Use Case and User Story templates to specify and document the implementation of User requirements in an Agile environment, involving working closely with Developers and System Testers. * Developed a method of documenting User Acceptance Test (UAT) scripts and where required produced those scripts based on the defined User Stories. * Designed the process by which existing cases would be migrated from the Legacy systems into the new world with the aim of shutting down and removing those legacy systems. * Engaged by the business to perform an initial triage by phone interview of Business Analyst candidates as the Business Analyst team grew. |  |
| |  |  | | --- | --- | | **Business Analyst – HomeServe Walsall** | **Sep 2012 – April 2013** | | Employed as a Business Analyst engaged to work with the Business subject matter experts to produce workable business propositions and to model the processes involved.  Responsibilities and achievements included:   * The production of an Operating Manual around each area of Homeserve’s business that requires Underwriter involvement. * The production of high quality process models for each functional area involving underwriters, initially using Visio but then translating to Triaster models in line with company strategy. * Conducted a feasibility study around the positioning of products to replace the Water Supply Pipe insurance product if and when proposed DEFRA legislation is introduced to transfer responsibility from the homeowner to the water companies. Helped to develop products designed to retain some 650,000 customers that otherwise would be lost at legislation, thus retaining some £20 million of net business per year. * Produced requirements and processes for a gas switcher product designed to tempt customers away from British Gas at renewal time, offering included £100 cash back in the first year, plus product set at a price advantage over the BG offerings. * Conducted Conduct Risk Assessment workshops to capture potential conduct risks due to financial regulation of the business by the FCA, identify detection and mitigating measures needed and put action plans in place to close off those risks. * Designed and implemented a document review process to add quality to business documents produced within the Business Change arena. |  | | **June 2013 – March 2014** |
| **Business/Systems Analyst – Zurich Insurance Fareham – Hants** | **Sep 2012 – Apr 2013** |
| Employed as a Senior Business Analyst engaged to provide configuration details for elements of a Guidewire ClaimCenter solution delivered under an Agile environment interacting with other elements of the Zurich solutions produced under a waterfall methodology. This was a key area in the large scale transformation of the way Zurich will handle claims for personal Lines in the future, both Motor and Home, placing more emphasis on the claimant experience.  Responsibilities included:   * The elaboration of Requirements around distinct elements of the solution involving interaction with other members of the business. * The production of high quality Use Case documents for the same distinct elements of the solution including the definition of activity patterns and business rules. * The definition of all screen elements of the solution, including business definitions, data types, value lists (typelists) for drop down lists, visibility and availability conditions and any special requirements such as pre-population; the whole comprising the functional specification for the associated Use Case. * The definition of each data item involved in the transfer to and from the ClaimCenter package via integration transactions, including the definition of integration rules. * Key attendee at rapid design workshops involving empowered members of the business (stakeholders), engaged in presenting the design to those stakeholders and capturing amendments. * The production of and amendment to screen shots for use as both an aid within requirements workshops and for positional information to testing. * Consultation with senior developers on the technical aspects of the business requirements, feeding back to the business where proposed functionality may be constrained by technical difficulties. |  |
| **Systems Analyst – Avon Insurance Ltd Stratford-Upon-Avon** | **April 2012 – Sep 2012** |
| Employed as a Systems Analyst engaged to provide a design for the implementation of a Payment Card security solution within the Avon systems, thus ensuring adherence to the PCI DSS requirements.  Responsibilities included:   * Definition and execution of a prototype for tokenisation of payment cards and the transmission of batches of recurring payments to the acquiring bank via a third party Payment Services Provider. * Investigation of potential telephony solutions for card holder not present scenarios and determining ease of fit into both business and technical processes. * Design of the technical solution and production of supporting technical design document for changes required to Avon Insurance applications to provide connectivity with the Payment Services Provider and to remove all card data from those applications and databases. * Ran prototype sessions for the shortlisted Payment Service providers utilising their provided web services. * Definition of requirements for an external “Hosted Server” to allow processing of card sales files from 3rd party suppliers and following selection process for the server provider. |  |
| **Business/Systems Analyst – NFU Mutual Stratford-Upon-Avon** | **April 2011 – March 2012** |
| Employed as the lead Business/Systems Analyst on the Payment Card Industry Data Security Standards (PCI DSS) compliance project.   * Initially identifying all areas where card data is either in transit or at rest within the NFU Mutual estate and producing an “As Is” data and process model using UML notation. * Determined “As Is” fit with the requirements of the PCI DSS to determine the scale of the changes required to achieve compliance. * During this discovery phase, also engaged in identifying potential solutions that would provide PCI compliance with as small a footprint as is practical, reducing the scope in terms of physical access, card data storage, networks and architecture. As a part of this investigated outsource and both internal & external tokenisation solutions; all of which fed into a proposed solution and recommendations document. * Instrumental in engaging with potential 3rd party service providers for both card handling and telephony, both selecting potential providers and assessing those responding to requests for information and proposal. * The selected solution was then fully impact assessed from both a business and technical perspective resulting in a project plan that met the compliance timescales imposed by the acquiring bank. | |
| **Business/Systems Analyst – NFU Mutual Stratford-Upon-Avon** | **Jan 2011 – April 2011** |
| Employed as a Business/Systems Analyst to look after the configuration and rollout of Producer Groups (Agents) and Users for the Guidewire BillingCenter package, implemented as an Agile delivery and in support the General Insurance products sold by NFU Mutual.  Duties included:   * Determination of the roles to be fulfilled and associated authority limits for those roles. * Consulted with all Agencies to determine the roles within that Agency allowing correct configuration of all Users in terms of functionality and authority limits. * Production of load scripts for all Users of the BillingCenter package and ensuring they were fully tested prior to being added to the live environment. * Acted as the first point of contact and liaison for the user community as the BillingCenter package was rolled out * Provided assistance on documentation related issues within the BillingCenter package. | |
| **ISEB Tester Foundation Course** | **Jan 2011** |
| Attended course for ISEB Tester Foundation Level leading to examination, duly passed – Certificate Number 990359365 | |
| **Business Analyst – NFU Mutual Stratford-Upon-Avon** | **May 2010 – Oct 2010** |
| Employed as a Business Analyst initially to look into the feasibility of upgrading the NFUM laptop and desktop machines to run on a Windows 7 platform being a total transformation from the way the estate is currently configured , responsibilities being:   * Determined the full list of applications deployed across the estate and the numbers of each application deployed. * Determined those applications required going forward under Windows 7 and produced a common set to be deployed to all machines. * Assessed the Windows 7 compatibility of those applications required and recommended upgrade to compatible version where necessary. * Produced a breakdown of the company structure and recommended build groups to allocate relevant applications to Departments/Roles. * Provided full costs to upgrade to either the latest version available for all selected applications or to standardise the selected applications at the latest version held. | |
| **Systems Analyst/Designer – Roads & Traffic Authority (NSW) Sydney Australia** | **Jan 2010 – April 2010** |
| Employed as an Analyst/Designer on a new on-line system for accepting payment of fines and lifting Licence and Registration sanctions for a customer on payment of those fines. New screen written in Advantage:Gen and running in an IBM Mainframe environment. Responsibilities and achievements being:   * Adding detail to the high level design for several of the components of the new system including the main new screen. * Maintaining the newly created detailed designs within the design system (DOORS), including updates following reviews. * Assisting in the coding of action blocks required by the component design. * Creating a test plan for the major new screen and identifying test cases to support that plan from the Unit Test common database. * Running tests in an extended Unit Test environment to test the external calls from the new system as well al the error paths. | |
| **Systems Analyst – Avon Insurance Ltd Stratford-Upon-Avon** | **Jan 2009 – Nov 2009** |
| Employed as a Systems Analyst on a new on-line and batch Insurance system replacing the existing legacy systems, utilizing the TIA package, to support both the existing customer base and allow expansion into new areas of the Insurance sector. Responsibilities and achievements included:   * Responsible for the definition of and maintenance of all reference data required by the new system and gathering knowledge from the Business Analysts to support those activities. * Designed and defined access rights for user community to relevant parts of new TIA System. * Produced detailed maintenance procedures and processes for the ongoing maintenance of non-customer data following live implementation of the new system. * Acted as a source of information to both testers and developers for the data requirements of their activities | |
| **Business Analyst – NFU Mutual Stratford-Upon-Avon** | **Jul 2008 – Jan 2009** |
| Employed as a Business Analyst on the Print Team to produce definitions for printed output emanating from the new iFaces insurance package introduced to NFU Mutual as a replacement for existing legacy systems. The whole constituting a major transformation in the way in which policies are both sold and maintained.  Responsibilities and achievements included:   * Produced high level designs for the printed output required by changes to the NFU Mutual general insurance product for motor, home and commercial, including Policy Schedules, Policy Booklets, Claims forms and Renewal Notices. * Produced detail design documents for those high level designs produced by another Business Analyst. Involving determination of the correct field from the Harlosh iFaces product required on the specific document. This required the setting up of test policies and claims in order to extract the correct data. * Acted as a source of information to both testers and developers for the printed output within the general Insurance area. | |
| **Business Analyst – Capgemini Telford** | **Apr 2004 – Apr 2008** |
| Employed as the lead Analyst in the Analysis and Design area of the Corporate Frameworks portfolio, a system based on a platform of Advantage:Gen and Oracle PL/SQL on an Oracle 9i database. Responsibilities and achievements included:   * Impacted change proposals from several consumers of the Frameworks data, providing costs in terms of man days and Function Points. * Gathered and clarified requirements and designed solutions that met those requirements. * Produced clear and concise specification documents for changes to the Frameworks systems and also produced detailed technical designs to support those specifications. * Provided advice on the implementation of the Fraud Risk Assessment process within the Employer Tax repayment system. * Provided information and advice to remote systems using the Corporate Frameworks and to developers within Corporate Frameworks. * Ran / attended consumer analysis and design workshops to both glean and provide information and detail, thus ensuring any interaction with Frameworks may be as efficient as possible. * Supported Frameworks live services in the resolution of live problems from both a business process and data perspective. * Instrumental in the design of functionality to migrate the existing Construction Industry Scheme data to a new system reflecting the changes in legislation. Involved categorizing some 2.5 million cases for extract, cleansing and transforming to the new data requirements before loading them to the new system. * Designed a new Address Cleansing process for HMRC, achieving a £5 million saving through increased postal discounts and reduced handling charges as a result of more post being delivered first time. * Led the design of a near real time message based system to maintain a peer to peer relationship between HMRC Citizen and Address frameworks and the National Insurance Records Systems, thus reducing inconsistencies between them. Utilizing the Enterprise Service Bus to pass update messages as XML stings between the message publishers and consumers. * Played a lead role in the overall design of the security requirements around special customer records and how they are handled within HMRC. * Reached a level of understanding within the Frameworks system that led to me being the first point of contact for external bodies. * For each major release provided formal presentation of the changes to be made to a mixed audience of customers, developers and testers. | |
| **Independent Business Analyst - Specsavers – Eastleigh** | **Oct 2003 – Mar 2004** |
| Employed as a Consultant providing Process and Data Modelling to both the existing Specsavers retail systems and the proposed replacement system using BPWin and ERWin modelling tools. Main activities and achievements being:   * Instrumental in the provision of a bespoke analysis and design methodology largely based on UML, providing a platform for consistent future changes to Specsavers’ systems. * Produced a series of ‘As Is’ process models covering all areas of the business followed by a series of ‘To Be’ process models once the requirements were captured. * Conducted workshops to gather the requirements for a new EPOS system building a requirements catalogue. * Produced high level design for the provision of new EPOS System. * Produced data model and functional design for in store and back office inventory system. | |
| **Independent Computer Consultant – Various Companies and locations** | **Oct 1997 – Oct 2003** |
| Employed as a both analyst/designer and developer on various projects, primarily on large bespoke projects but with some transformation and enhancement projects also involved. | |
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| **Systems Engineer – Inland Revenue/EDS – Telford** | **1986 - 1997** |
| Employed as a systems engineer involved in a variety of roles including developer, analyst, designer, tester and trainer.  Initially working on an ICL VME environment progressing to a variety of UNIX based platforms utilizing several languages and database products.   * Designed a new Charities Repayment system which involved the migration, transformation and cleansing of the existing system data to the new system and included a risk event system to capture fraudulent claims. * Defined and designed a tax repayment risk event system to trap fraudulent claims for repayments to UK citizens resident overseas, platform being Composer (Cool:Gen) running on a Unix platform and utilising an Oracle database.. | |

**Technical and Professional Experience**

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| **Professional Training and Experience** | **Experience (Years and Months)** |
| General Analysis and Design – various formal methodologies. | 17 Years |
| Agile environment | 3.5 years |
| Information Engineering (Waterfall) | 13 years |
| RUP (with UML) | 4 years |
| Rapid Application Development (RAD) (including JAD sessions) – precursor to Agile, | 8 years |
| Yourdon Analysis & Design methodology | 4 years |
| SSADM utilising Jackson notation (certified). | 4 years |
| Requirements gathering (Interviews and Workshops) | 9 years |
| Guidewire – ClaimCenter & BillingCenter | 1 year |
| Advantage:Gen – formerly Cool:Gen and Composer | 13 years |
| Oracle (SQL\*Plus, PL/SQL) – from Versions 6 to 11 | 13 years |
| Toad for Oracle Development/Query tool | 2 years |
| DB2 | 1.5 years |
| HPQC Test and problem tracking tool | 1.5 years |
| Informix – Versions 4 and 5 | 5 years |
| Function Point Analysis | 4 years |
| ICL Cobol and IDMSX Database | 4 years |
| Technical Architecture | 3 years |
| IBM CICS Mainframe processing using Gool:Gen and DB2 database | 2 years |
| Rational ClearQuest and ClearCase | 2 years |
| MS SQL Server 7.0 | 1 year |
| MQ Series | 6 months |
| Rational Rose (UML) | 6 Months |
| BPWin And ERWin | 6 Months |
| Telelogic DOORS Document Repositry | 3 months |