

## Professional Profile

- Business Analyst and UX / UI Designer, with over 15 years of experience working on both IT and Business Change projects. Experience in requirements elicitation and management, stakeholder management and business process mapping and analysis.
- Recently undertaken an immersive UI Design course with Career Foundry, which has enabled me to gain further skills in translating requirements and processes, into beautiful effective UI Designs, using UX best practices to map out the optimum user flow. Follow my work and portfolio at [behance.net/HR\\_UIDesign](https://www.behance.net/HR_UIDesign)
- Experience of working in the Public and Private Sectors, including retail and professional services industries.
- A good team player with a willingness to work with others and build good working relationships.
- Experience in coaching and mentoring colleagues in the workplace.

## Skills and Experience

### **Early Project Analysis:**

- Assisting Business Stakeholders to investigate, scope and develop business cases in support of potential change projects

### **Requirements Elicitation and Management**

- Organising and facilitating workshops to capture and validate business, functional and non-functional requirements. Also using other methods such as document analysis, process analysis and observations
- Documentation of requirements using best practice standards I.e. Requirements Traceability Matrix, Use Case Diagrams, Process Flows, Epics and User Stories (for Agile Projects) and Wireframes
- Validation of project requirements with stakeholders and negotiation of requirement scope and priorities

### **Business Process Mapping and Analysis**

- Capturing as-is processes and documenting these using MS Visio
- Identifying potential improvements (technical and non-technical) for the development of to-be processes

### **Wire-framing and User Experience Design**

- Currently undertaking a course in User Interface Design
- Using knowledge of UX best practice to develop wireframes to represent design options for the user interface
- Use of Balsamiq software to generate designs

### **User Acceptance Testing**

- Organising and facilitating UAT sessions with the business
- Development of UAT plans and test scripts, ensuring requirements are fully represented
- Work with developers to triage and manage resolutions to bugs found during UAT

### **Support Model Development**

- Working with business and IT stakeholders to develop and confirm non-functional requirements
- Working with Service Management and support teams to develop and document an approved IT support model

## **Employment History**

### **Career Break – Undertaking Training in User Interface Design**

January 2022 to Present

### **Contract Assignment: KPMG UK, Cyber Resilience Business Analyst**

January 2021 to December 2021

#### **Cyber Resilience Security Programme**

Working with Security professionals to successfully deliver the following:

- Development of all processes in relation to the UK KPMG Security Operations Centre (SOC), working with stakeholders spanning Security Monitoring, Incident Response & Investigations, Cyber Threat Intelligence and Cyber Tools Management as well as Senior Management (CISO, Sec Ops Director and Head of SOC)
- Definition of key Security performance and quality metrics and creation of a manual reporting dashboard for the leadership team
- Requirements capture for an automated reporting dashboard for senior stakeholders
- Process improvement to introduce automation and efficiencies to SOC processes

### **Contract Assignment: KPMG UK, Technology Business Analyst**

February 2018 to December 2020

Providing Business Analysis services within the Technology capability group, working on a multitude of projects. Project highlights include:

- Risk Consultation Solution: Requirements capture and process development. Delivery of 50 plus automated processes in relation to Risk consultations
- Ethics & Independence Automation: analysis of current processes and suggesting automation, utilising the Appian platform to introduce a new solution.
- CyberArk Software for privilege access management – requirements capture
- New process model to support the firm's application for Cyber Essentials Plus accreditation
- Analysis and investigation to identify process improvements in relation to User Access Management
- Gap analysis between the Technology capability and the firm's Information Security Management Policy
- Requirements capture in relation to the exceptions process for USB devices
- Proofpoint – requirements capture in relation to email and attachment threat detection

- Digital Mail – requirements capture to scope and specify automation in relation to management and delivery of mail (scanning and digital management of post)
- Learning & Development Tracking – introduction of software to automate Apprentice learning and development tracking
- OGC Knowledge Library – requirements capture and UAT management of a solution to centralise the management of a reference library for the Office of General Counsel
- Technology Transformation Programme – process development for the overall Application Lifecycle Management for the Technology capability and setting up of the tracking of financial benefits for the programme
- Contingent Labor Tech Solution – Bringing the management of Contingent Labor in house – introducing a new bespoke solution covering the end to end process for resourcing, recruitment and off-boarding of Contingent Labor
- Resourcing Tech Solution – Capturing the end-to-end people resourcing processes and improvements

#### **Career Break**

August 2017 to February 2018

#### **KPMG UK, IT Business Analyst**

April 2015 to July 2017

##### **Projects:**

- Dynamic Audit Portal (DAP): An online collaboration tool used by KPMG UK Audit Teams
- Partner Scorecard: A new internal solution to set, track and report on Partner performance within the UK firm.
- Insurance Premium Tax Application: Requirements for an application for Indirect Tax Services
- Advisory Acquisitions Framework: Review and development of KPMG's Acquisitions Process and how IT services are brought in house after acquisitions.
- IT impact analysis in relation to the UK firm's revised operating models launched in 2015 and 2017.
- Microsoft Dynamics Marketing: Gap analysis and vendor assessment of potential replacement solution for the digital marketing system
- Corporate Responsibility Website changes: development of requirements and wireframes.
- HR Portal Re-Design: User Interface improvements in line with efficiency objectives

#### **Career Break**

August 2014 to April 2015

#### **Tesco PLC, IT Business Systems Analyst**

August 2010 – July 2014

##### **Projects:**

- Changes to Self Service Checkouts software and central Point of Sale (POS) system, to achieve automatic updates in relation to stock availability.
- Changes to the Customer Service Desk application in relation to the return of electrical goods to store.
- Changes to Petrol Fuelling Stations in relation to acceptance of promotions at Pay @ Pump.
- Introduction of Electronic Shelf Edge Labels to stores, across Tesco Group.
- Changes and enhancements to central Clubcard loyalty systems

### London Borough of Enfield, Business Analyst

June 2008 – July 2010

#### **Projects:**

- Tell Us Once project, working closely with the Department of Work and Pensions to streamline the national death registration process and launch a national pilot.
- Corporate IT desktop refresh programme, working with the IT supplier to refresh each desktop PC with mobile equipment.
- New Ways of Working project, aimed at achieving office space rationalisation to gain financial efficiencies for the Council

### London Borough of Enfield, Various roles

#### **Business Process Analyst, Corporate IT Systems Analyst and PMO Officer**

February 2003 – June 2008

## **Education**

### **1998- 2002      Kingston University, Kingston-Upon-Thames**

- 2.1 (Hons) Computer Information System & Design
- Industrial Placement: July 2000 – July 2001 at British Airways PLC

## **Skills and Qualifications**

- **Currently undertaking a User Interface Design Immersive Programme with Career Foundry.** Skills gained to date, include Sketch, InVision, Balsamiq, Wire-framing, Persona Creation, UX Research and Design Process, User Centred Design and Design Thinking Processes. Designs can be shared on request (Portfolio creation is in progress).

Other skills include:

- BCS Foundation in User Experience Design – gained in July 2019
- BCS International Diploma in Business Analysis – gained in 2016
- BCS Business Analysis Essentials – gained in 2010
- Professional Scrum Master Level 1 - gained in 2014
- Prince 2 Registered Practitioner Level - gained in 2008

- ITIL Version 3 Foundation in IT Service Management – gained in 2008
- MS Office suite of applications (including MS Visio and MS Project)