

INTRODUCTION

Highly motivated and ambitious individual, with a proven track record of leading teams to achieve results across a diverse business. Established ability to analyse and solve complex issues in a strict time frame, using breakthrough technologies and methodologies to deliver customer-driven outcomes. A strong communicator, with an excellent ability to work both individually and as a part of varying teams in disparate and uncertain environments.

EXPERIENCE

BUSINESS SYSTEMS ANALYST | GE HEALTHCARE

June 2016 - Present

- Conducted insightful analysis and built value stream mapping to investigate ongoing operational issues within order management processes for the \$4B Life Sciences business.
- Communicated potential changes in process and systems to senior management, providing a potential reduction in costs of \$1.85M by 2018.
- Developed 2-year roadmap to realise the Life Sciences CEO's 2017 priority of an outstanding customer interface, leading the adoption of emerging automation technologies alongside core team.
- Implemented change management strategy to minimise organisational impact on efficiency and productivity when working with automation technologies.
- Provided ongoing support to Deloitte team with stakeholder management and engagement of key management executives and sponsors.

SUPERVISOR | GREENE KING

May - September 2015

- Managed and staffed various positions, rotating depending upon situational business needs in an uncertain and ever-changing environment.
- Produced regular stock reports and built strategy to identify most lucrative channels to follow, growing operating profit margin by 3%.
- Quickly defused negative situations as they arose, while liaising with local authorities where necessary to ensure a timely and smooth resolution was reached.

SHADOWING OPPORTUNITY | HSBC

July 2012

- Observed and analysed working sessions for the senior retail management team for Greater London region.
- Provided candid feedback to regional director on team and individual performance, as well as potential areas for improvement.
- Designed and utilised common 'mystery shopper' style test to identify weaknesses in customer service strategy. Generated report detailing findings.

EDUCATION

UNIVERSITY OF THE WEST OF ENGLAND (UWE)

Information Technology Management for Business
Predicted 1st Class with Honours

Year 3

- Professional Experience - 90%

Year 2

- Received Dean's Award for Academic Excellence
- Project Management - 75%
- Data, Schemas, and Applications - 74%
- e-Business - 70%
- The Information Practitioner 2 - 79%

Year 1

- Understanding Organisations and People - 67%
- Understanding Business and Financial Information - 68%
- Business Applications - 71%
- Information Technology - 74%
- The Information Practitioner 1 - 64%

CLAYESMORE SENIOR SCHOOL

Dorset

A Levels

360 UCAS Points

- BTEC IT
- Design & Technology
- Physics
- Art (AS)

GCSEs

10 GCSE's at A* to B grade, including Maths (A) and English (B)

KEY SKILLS

- **Project/ Programme Management:** Proven ability to understand and utilise project and programme management disciplines and tools, including the production of detailed plans and deliverables and adhering to strict time constraints.
- **Microsoft Office:** Excellent ability in Microsoft Office, particularly in PowerPoint and Excel.
- **Big Data Analytics:** Strong analytical skills, with experience working in both Qlik and Tableau data visualization tools.
- **Robotic Process Automation:** Proficient in the use of Network Automation, and experience working with both UiPath and Automation Anywhere.
- **Web Programming:** Self-taught advanced level knowledge of HTML, CSS, and PHP with a good understanding of JavaScript, XML, and SQL.

ADDITIONAL INFORMATION/ ACHIEVEMENTS

- Attendee of the Cornhill Club; established in 1931 as one of London's oldest banking institutions, meeting regularly at the RAC Club in Pall Mall to discuss some of the hot topics influencing the banking industry today.
- A keen biathlete, I successfully reached number 1 nationally in my respective age group while attending Senior School.
- Lead the implementation of a localized program at GE's Buckinghamshire sites in order to aid the intern cohort's personal and professional development through a series of structured training sessions, workshops, and projects. Lead to a 9% increase in the number of interns applying to undertake graduate courses.
- After constructing my first computer at the age of 12, I have maintained a strong interest in current and emerging technologies such as RPA, cognitive, and blockchain.
- Successfully completed the Duke of Edenborough Bronze Award.

REFERENCES

Available upon request.