**Lewis David Geoffrey Clark**

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**Personal Profile**

Business Process Analyst with 8 years’ experience in the financial services industry, with demonstrable experience of implementing operational system and process enhancements.

A highly capable, enthusiastic, and dependable individual, motivated to learn new skills.

Seeking a varied and challenging role to enable consolidation of professional experience, expansion of knowledge, and to provide further opportunity for personal and professional growth.

**Key Skills**

* Requirement elicitation
* Business process modelling
* Problem solving/ troubleshooting
* Process implementation
* System enhancement
* Data analysis

**Employment History**

**Close Brothers Asset Management** (September 2011 to Present)

**Business Process Analyst**

March 2019 to Present

* Key focus on both strategic and tactical solutions to improve client experience by implementing consistent end-to-end business processes across multi-channel client servicing and operational teams.
  + Design and implementation of bespoke ‘Document Generator’ to facilitate creation and auto-population of client application forms.
* AS-IS and TO-BE reviews of internal processes to identify, recommend, and implement system and procedural changes to increase operational efficiency.
  + Design and enhancement of SharePoint workflows to enable management control and task ownership within multi-channel processes.
  + Use of Power Query to assist in the production of reconciliations reports – saving up to an hour per day vs. manual preparation of reports.
* Co-chair of ‘Document Review Committee’.
  + Created and implemented this committee to ensure a controlled ongoing process of reviewing and updating client facing documentation (e.g. application forms).
  + Undertake annual review of client Terms & Conditions documents, in conjunction with Legal, Compliance and other applicable business representatives to ensure document remains up to date and accurate.
* Undertake testing and facilitate UAT, documenting user stories and acceptance criteria.
* Creation and presentation of training documents and guidance notes for business use.
* Established ‘go to’ person for assistance with back office systems and business processes.

**Business Support**

December 2012 to March 2019

* Key focus implementation of system and process enhancements to increase operational efficiency.
* Collaborate with key stakeholders to elicit and document requirements during throughout migration of operating platform.
  + Design of bespoke cash management & business processing software.
  + Reconciliation & transfer of circa £3bn of assets.
* Use of SQL & Excel (including Power BI suite) for data analysis, data validation, data cleanses and production of control reports.
  + Analysis & cleanse of circa 5,000 clients’ annual ISA contribution requirements to ensure successful processing through system automated tasks.
  + Development and implementation of MI reports to measure BAU processes to KPIs/ SLAs.
  + Development and implementation of control reports allow management to monitor various processes following risk audit.
* BAU management of system issues & defects, in liaison with 3rd party provider.
  + Management of up to 200 active tickets.
  + Implementation of weekly ‘escalation call’ to discuss progress of high priority tickets.
  + Liaison with Project team to define the BAU scope of software releases.
* Enrolled onto company-wide development programme for talented young individuals.

Previous roles include:

Client Banking (September 2011 to August 2012)

Reconciliations & Reporting (August 2012 to December 2012)

**Cheshire Constabulary, Special Police Officer (Voluntary)**

March 2013 to May 2015

* Support ‘Regular’ colleagues in their day to day duties.
* Conduct ‘High Visibility Patrols’ in directed areas to create a police presence and provide reassurance to the public.
* Engage with the community to understand and resolve localised issues where possible.
* Respond to and communicate updates of live incidents to the Force Control Room in a timely and accurate manner, assessing the situation and impact it could have on other agencies or emergency services.
* Complete detailed updates on the force incident log, ensuring actions taken at incidents attended are recorded accurately, as this information can be used as evidence in court where applicable.

**American Conservation Experience, Conservation Labourer (Voluntary)**

June 2011 to September 2011

**Next PLC**, **Shop Assistant, Stock Replenisher and Delivery Assistant**

July 2007 to June 2011

**The White Hart Public House,** **Waiter/Kitchen Porter**

February 2007 to May 2008

**D. A. Udall Accounting,** **Accounting Assistant**

July 2006 to August 2006

**Education and Qualifications**

Shavington High School, 2003-2007

10 GCSE’s including Science, English and Mathematics

1 A/S Level – Archaeology

South Cheshire College, 2007-2009

1 A/S Level - Geography

3 A Levels - Maths, Physics, Biology

BCS Foundation Certificate in Business Analysis

BCS Certificate in Modelling Business Processes

BCS Certificate in Requirements Engineering

BCS Certificate in Business Analysis Practice

Studies ongoing to obtain a Diploma in Software Development

**Reference available on request**