## **Nish Dougall**

## **Australian / British**

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# **Profile**

* Senior Business Analyst/Junior Project Manager with 7 years of experience in designing & delivering large-scale transformational and regulatory change within banking & the media industry
* Strong appreciation of the nature of customer-facing banking via 2 years as a Relationship Manager
* Excels in business-facing roles requiring strong interpersonal skills & complex stakeholder engagement
* Broad project experience including centralization of lending & payments processes to design & implementation of policy & controls related to tax risk and financial crime.
* Focus on large, multi-year transformational bodies of work, delivering multiple projects end-to-end, from concept generation & requirements gathering to testing, training & implementation.

# **Education**

## **Master of Professional Accounting 2006-08**

Monash University, Melbourne, Australia

## **Bachelor of Business (Marketing) 2003-05**

Queensland University of Technology, Brisbane, Australia

## **Higher School Certificate 2002**

Completion of High School with a mark of 88%

Grafton High School, Grafton, Australia

# **Experience Summary**

| **Key Transferable Skills** | **Project Subject Matter Expertise** | **Key Achievements** |
| --- | --- | --- |
| * International experience across Australia, UK and EU * Stakeholder management * Process mapping/design * Process improvement * Project management * Requirements gathering * Status reporting * Training needs analysis * Writing training material * Writing comms * Workshop facilitation * Presenting to senior stakeholders * Risk analysis * Testing * Impact assessments * Risks & issues management | * Business banking * Personal banking * Commercial banking * Private banking * Compliance * Product development * Taxation * AML & Financial Crime * Payments * Lending processes * Contact/call centres * Customer relationships * Centralisation * Operating model design * Change deployment * Training & development * Management accounting * Telephony * Marketing collateral | * I'llesign & implementation of new bank policy which defined a tax risk appetite, including delivery of related Onboarding, KYC/KYB & Product Controls process enhancements * End-to-end delivery of a £2mill payments project to 3500 bankers, from concept generation to implementation * Development & delivery of a Change Plan to deliver large-scale transformational loan procedure change to 3500 bankers |

# **Detailed Experience**

**Coutts** is the 7th oldest bank in the world & is arguably the UK’s most prestigious financial brand. It is the private banking arm of The Royal Bank of Scotland (RBS). The service offered is renowned for its personalisation.

## **Senior Business Analyst March 2016 – August 2017**

## **Compliance - Payment Accounts Directive (PAD) Coutts**

## **Key Responsibilities**

* Lead BA for initiation & requirements gathering phases of compliance project. Legislation facilitates greater access to current accounts in the UK for other EU residents
* Significant engagement with Legal, Compliance and Product Owners to ensure scoping is accurate
* Contribute to product redesign in collaboration with Product Owners to ensure compliance
* Analysis of new legislation & existing relating to legislation CASS (Current Account Switching Service)
* Detailed analysis of the Onboarding process to gauge where/when/how legislation impacts
* Creation & management of all documentation including business requirements documentation and traceability matrix to evidence linkage of requirements to legislation

**Royal Bank of Scotland** is one of the largest banking groups in the world and operates a wide variety of banking brands offering personal & business banking, private banking, insurance and corporate finance.

## **Project Manager April 2015 – February 2016**

## **Compliance - Tax Avoidance & Evasion Royal Bank of Scotland**

## **Key Responsibilities**

* PM and BA for the RBS Commercial Workstream centered on definition of a tax risk appetite
* Significant stakeholder engagement & management to balance comprehensive representation of a large & complex business
* Development of a project plan to map out milestones & delivery of outputs
* Process mapping of the Customer Journey & thorough analysis of AML and Fin Crime procedures
* Identification of gaps wherein additional tax controls to mitigate tax risk & solution design
* Facilitation of fortnightly Project Control Committee meetings wherein direction of travel was endorsed & key decisions were made
* Management of all status reporting, risks & issues, & updates to senior Executive committees
* Testing with customer-facing Relationship Managers to confirm usability of the new tax policy
* Implementation planning, including extensive workshops with SMEs to ensure successful embedding of the initiative

**Independent News Television (ITN)** is one of the world’s leading news & multimedia content companies. It’s most famous products are news broadcasts which reach around 10 million people every day.

## **Business Analyst Jul 2014 – Mar 2015**

## **Finance Transformation Program ITN**

## **Key Responsibilities**

* Mapping of current processes undertaken by staff to make purchases & record expenses
* Facilitation of process workshops to agree on to-be process for move to electronic purchasing
* Significant stakeholder engagement/management across the business to ensure buy-in
* Translation of business needs into requirements for system configuration
* Testing of the new Integra module to ensure requirements have been met
* Management of all intranet content & project comms
* Creation of training material & management of its delivery & all post go-live support

**National Australia Bank (NAB)** is one of the four largest [financial institutions in Australia](http://en.wikipedia.org/wiki/Banking_in_Australia) in terms of market capitalisation & customers & is the 17th largest bank in the world.

## **Bank of the Future for Business Program Mar 2011 – Feb 2014**

See below for experience within this multi-year Program

## **Senior Business Analyst Centralisation – Loans & Payments**

## **Key Responsibilities**

* Analysis & mapping of current process to fulfil loan requests (consumer & business) & payment requests
* Gathering & defining of requirements for new centralized processes
* Solution design & mapping of to-be process to be completed by centralized contact centre teams
* Significant stakeholder engagement/management with internal depts & external vendors
* Completion & signoff of detailed “Preliminary Risk Assessment” document for payments process
* Translation of requirements into system configuration with internal depts & vendors
* Detailed testing & UAT of payment systems (eOCP & ITF) & lending systems (Siebel & eBOBS)
* Creation of work instructions & training for both bankers & the centralized teams,
* Design & delivery of all comms & training sessions related to the project

## **Senior Business Analyst Oracle BPM Workflow Solution**

## **Key Responsibilities**

* Analysis of current workflow solution used by a centralized team to fulfill email & phone requests received from Business Bankers & customers of NAB
* Translation of Subject Matter Expertise into High Level Requirements documentation
* Identification of opportunities to streamline request allocation process
* Facilitation of various workshops to secure stakeholder buy-in

## **Business Change Analyst Transformational Change Deployment**

## **Key Responsibilities**

* Subject matter expert in retail/consumer lending & business lending
* Completion of training needs analysis & creation of banker training materials
* Drafting & finalization of internal operational communications
* Management of relationships with deployment leads for each district & business unit
* Management of staggered deployment of Servicing changes & comms to each Business Unit

## **Business Analyst Operating Model Redesign**

## **Key Responsibilities**

* Subject matter expert in retail/consumer lending & business lending
* Analysis of the impacts of the program’s broader transformational change on customer-facing bankers & designing potential new structures for the “new world”
* Facilitation of workshops to gain feedback on potential new structures
* Documentation of findings & recommendation of a proposed solution

## **Subject Matter Expert Bank of the Future Pilot**

## **Business Banker Jan 2009 – Mar 2011**

## **NAB Business Carlton Business Banking Centre – NAB**

# **Employment References**

Available on request