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**Summary Statement**

Highly motivated Professional with approx. 20 years experience, specifically with management information, data analysis, business analysis, portfolio administration & database support. An effective communicator with emotional intelligence and an enthusiastic team player, with capability to make instinctive decisions to the highest of ethics.

**Professional Experience**

**Airbnb Ireland Ltd, 8 Hanover Quay, Dublin 2 04/2019- 04/2020**

***Management Information Analyst – Procurement Function***

Responsibilities:

* Senior member of the Procurement Management, Sourcing & Accounts Payable Department, known as ‘Buy to Pay’ ('B2P') Department.
* Team Leader for the MI Reporting Team, over a team of 2 offshore analysts.
* Designed, created and maintained reporting/dashboard templates that used by all B2P management & external stakeholders, using Tableau for Data Visualisation.
* Deep involvement with developing API solutions for automation of existing manual processes.
* Provided ad-hoc reports and analysis as requested for both B2P team, external stakeholders & senior executives of the company.
* Managed Service Level Agreements and Key Performance Indicator reporting for the global B2P team, tracking Business Performance and in developing performance improvement plans.
* Performed spend analysis, cost savings tracking, data mining, and various ad-hoc reporting for B2P team and management
* Participated in high level management & board meetings, providing actionable intelligence reports and in capturing data requirements for future decisions.
* Developed collaborative relationships with global Financial Reporting & IT Stakeholder Teams and with External Suppliers.
* Interacted with global cross-functional teams to ensure effective and collaborative sourcing decisions.

***08/2018 – 12/2018 Career Break – Travelling abroad***

**Allied Irish Banks, AIB Bankcentre, Ballsbridge, 10/2017-07/2018**

**Dublin 4.**

***Business Analyst – Customer Care Division***

Responsibilities:

* Involved in creation of specialised Root Cause Analysis (‘RCA’) team & senior member of department
* Querying, downloading and researching Management Information reports in relation to retail customer complaints & logged errors through SQL.
* Creation and maintenance of MI Reporting of the teams work activity.
* Worked with the relevant business areas to identify solutions to customer complaint issues.
* Organisation & facilitation of meetings & RCA Workshops with stakeholders across all levels of management.
* Documentation & presentation of RCA of topics to stakeholders.
* Documentation of processes & organisation of training of staff in new processes.
* Overseeing of the implementation of RCA solutions into business practice.

***05/2017 – 10/2017 Career Break***

**Willis Towers Watson, Elm Park, Merrion Road, 04/2016-04/2017**

**Dublin 4.**

***Management Information Analyst – Finance Division***

Responsibilities:

• Creation & maintenance of the monthly Senior Executive Management Information Reporting Pack.

• Documentation & training of staff on this new reporting suite.

• Automation of various existing manual processes using VBA & SQL.

• Writing of Business Requirement & Change Request Documentation and administration of these documentations through their lifecycle.

• Deep involvement in the analysis of the company’s Commission Process, the reworking of the accounts history & the continuing booking process & suggesting various process improvements, documentation & training of Commission Process for offshore staff.

• Creation and maintenance of procedure manuals across all reporting

& training of new staff in these processes.

• Strong involvement in the analysis & reworking of the existing Trade

Credit Brokers book, creation of new reports, suggesting &

implementing process improvements, documentation of new

procedures & training of offshore operations team.

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| **Certus Ltd, St. Stephen's Green, Dublin 2 11/2012-11/2015** |  |

***Assistant Manager – Business Performance Analysis***

Responsibilities:

* Delivered monthly, quarterly and annual portfolio, arrears & impairment analysis and reports
* Production & Delivery of monthly P&L and Balance Sheet reports.
* Supported the delivery of credit and Financial MI reporting, ensuring accuracy and timelines of reports to Finance, Management Team, customers and regulatory bodies.
* Delivered timely Service Level Agreement reporting highlighting under-performance or areas of improvement.
* Reviewed & developed process and procedures documents to create capacity, to improve efficiencies and to reduce team costs.
* Developed MI reporting capability and supported the implementation & preparation of Business Requirements Documents & Change Request forms and responsibility for the UAT and implementation of automated reports.
* Worked closely with Senior Managers, Divisional Directors and Head of Functions to support them in the analysis and planning of their portfolios and performances.
* Worked closely with IT department on the database design/changes and data quality: review of mappings, update business rules, review of systems and processes, proposal of solutions.
* Responsible for producing, reconciling and issuing the scheduled Finance management information packs for the Executive Committee.
* Evaluation of the operational effectiveness on processes and controls, performing high number of key audit/SOX controls.

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| **Certus Ltd, St. Stephen's Green, Dublin 2** | **08/2007 - 11/2012** |

***Assistant Portfolio Manager - Commercial Banking***

Responsibilities:

* Co-ordinated the management of the Divisional Portfolio
* Managed Divisional Arrears in conjunction with Banking Relationship Managers and Banking Operations. Providing monthly updates to Divisional Director on arrears levels
* Experience in preparing Reports for Decisions, Annual Reviews, etc for submission to the Credit Risk Management team
* Management of divisional portfolio regulatory reports such as Loan Covenants, Loss and Fraud events, Expired Facility reports, Complaint Handling etc.
* Created and administered various Excel reports such as Annual Review, Face-to-Face Meetings, etc. for the Commercial Banking Division, and reported these to the Executive Committee.

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| **State Street Ltd, Harcourt St, Dublin 2** | **06/2006 - 07/2007** |

***Assistant Manager - Reconciliations & Control***

Responsibilities:

* Managed a team of 3 analysts responsible for development & preparation of daily reconciliation of stock reports

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| **Merrill Lynch, Sandyford, Dublin 18 04/2002 – 05/2006** |  |

***Team Leader, Recon+ Helpdesk, Product Data Services***

Responsibilities:

* Managed a team of 5 analysts responsible for application support for RECON+ system, for the settlement of trades globally.

**Education, Professional Development and Training**

**BSc in Mathematical Sciences, Dublin City University.**

* Studied a broad range of courses in the School of Mathematics, across the disciplines of Actuary & Finance, Economics, Computer Science & Pure Mathematics.

**Professional Diploma Financial Advice, University College Dublin**

* Studied courses on Loans, Investments, Regulation, Life Assurance, Pensions, and Financial Planning. Achieved the title of Qualified Financial Advisor & membership of the Institute of Banking

**Advanced Diploma in Full Stack Software Development, Code Institute.**

* Studying Software Development languages such as SQL, Python, HTML, JavaScript, CSs, etc as well as fundamentals of Web, Application & Database Development. **Completion Date June 2021**

**Nat. Dip. (Distinction) in Psychology, Dublin Business School**

* Studied courses on Introduction to & History of Psychology, and Social Psychology

**Irish Leaving Certificate, Callan CBS, Callan, Co. Kilkenny**

* Honours in Higher Level Irish, English, Mathematics, French, Geography, Chemistry & Physics.

**Skills**

* Highly proficient in MS Office products – expert level in MS Excel
* Good experience in the use of MS Visio, MS Report Builder & MS Project
* Knowledge and Experience using Google Reports Suite.
* Proficient in the use of Visualisation tools e.g. Tableau and reporting systems e.g. Workday, Jira.
* Knowledge and experience in querying SQL databases.
* Knowledge and experience in working with Python.
* Working knowledge of Visual Basic.
* Experience in Business Analysis processes e.g. writing of BRDs, identifying user/case stories, UAT strategies, etc.
* Wide knowledge & experience in many aspects of Banking – Portfolio Management, Credit Analysis, Debt Management, Commercial & Corporate Finance, etc.
* Strong & Demonstrable Stakeholder Management skills.
* Member of the Irish Institute of Bankers
* Working knowledge of French & intermediate knowledge of Spanish.

**Interests & Hobbies**

* Sports – GAA, Soccer, Running, Cycling, Hiking
* Reading – Travel Writing, Historical non-fiction, Popular Science writing, Political non-fiction
* Travelling – have travelled extensively throughout Europe, Asia, Australia and Central & South America
* Music