Business Analysis, Business Improvement, Business Process Flow, Business Requirement, Cross Functional Skills, Customer Relationship Management, Data Analysis, Data Automation, Development and Implementation, Elm, Ensuring Compliance, Facilitate, Identifying Opportunities, Key Performance Indicator, Knowledgeable, Lean Six Sigma, Online Banking, Operational Efficiency, Process Improvement, Project Delivery Method, Regulatory Compliance, Regulatory Requirements, Regulatory Standards, Stakeholder Management, System Implementation

**James Wilson**

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**Professional Summary:**

Results-driven Business Analyst with 12 years of experience in the banking industry. Skilled in business process improvement, data analysis, and system implementation. Adept at working with cross-functional teams to deliver projects that enhance operational efficiency and meet regulatory requirements.

**Education:**

**University of Manchester (Russell Group)**

* MSc Finance and Business Analytics, Merit
* Graduated: 2010

**University of Warwick (Russell Group)**

* BSc Economics, Upper Second Class Honours
* Graduated: 2008

**Professional Experience:**

**HSBC Bank**

**Senior Business Analyst**  
*Manchester, UK*  
*2017 - Present*

* Lead business analysis activities for strategic projects.
* Conduct data analysis to identify opportunities for business improvement.
* Develop and document detailed business requirements and process flows.
* Facilitate workshops and meetings with stakeholders to gather requirements and provide project updates.
* Ensure compliance with regulatory standards and internal policies.

**Key Achievements:**

* Successfully led the implementation of a new customer relationship management (CRM) system.
* Improved reporting processes, reducing manual efforts by 25%.

**Barclays Bank**

**Business Analyst**  
*Manchester, UK*  
*2013 - 2017*

* Conducted data analysis to support business decision-making.
* Gathered and documented business requirements for new projects.
* Developed business cases and project proposals.
* Provided training and support to users on new systems and processes.

**Key Achievements:**

* Led a project to automate data reporting, reducing reporting time by 20%.
* Identified key performance indicators that improved operational efficiency.

**Lloyds Banking Group**

**Junior Business Analyst**  
*Manchester, UK*  
*2010 - 2013*

* Assisted in gathering and documenting business requirements.
* Conducted data analysis to support project proposals.
* Supported the development and implementation of new systems.

**Key Achievements:**

* Played a key role in the successful implementation of a new online banking platform.
* Improved data validation processes, enhancing data accuracy.

**Skills:**

* **Data Analysis:** Proficient in analyzing large datasets to identify trends and insights.
* **Business Requirements Gathering:** Experienced in gathering and documenting business requirements.
* **Process Improvement:** Skilled in identifying and implementing process improvements.
* **System Implementation:** Knowledgeable in supporting the development and implementation of new systems.
* **Stakeholder Management:** Experienced in working with stakeholders to gather requirements and provide project updates.
* **Regulatory Compliance:** Understanding of regulatory requirements in the banking sector.

**Certifications:**

* Certified Business Analysis Professional (CBAP)
* Lean Six Sigma Green Belt
* PRINCE2 Practitioner