Business Analysis, Business Improvement, Business Requirement, Comprehensive, Cross Functional Skills, Data Analysis, Ensuring Compliance, Facilitate, Initiation, Key Performance Indicator, Knowledgeable, Lean Six Sigma, Operational Efficiency, Process Improvement, Project Delivery Method, Project Management, Proven Ability, Regulatory Compliance, Regulatory Requirements, Regulatory Standards, Resourceful, Risk Management, Stakeholder Management

**Daniel Thompson**

**Contact Information:**

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**Professional Profile:**

Dedicated and resourceful Business Analyst with 8 years of experience in the banking industry. Specializes in process improvement, data analysis, and regulatory compliance. Proven ability to work with cross-functional teams to deliver projects on time and within budget.

**Education:**

**University of Manchester (Russell Group)**

* MSc Financial Management, Distinction
* Graduated: 2016

**University of Leeds (Russell Group)**

* BSc Business and Finance, Upper Second Class Honours
* Graduated: 2014

**Professional Experience:**

**NatWest Group**

**Senior Business Analyst**  
*Manchester, UK*  
*2020 - Present*

* Lead business analysis activities for large-scale projects.
* Conduct comprehensive data analysis to support strategic decision-making.
* Develop and document detailed business requirements and process maps.
* 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 risk management system, improving risk assessment accuracy by 20%.
* Developed a set of process maps that streamlined operations and reduced processing time by 15%.

**Santander UK**

**Business Analyst**  
*Manchester, UK*  
*2016 - 2020*

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

**Key Achievements:**

* Led a project to automate reporting processes, reducing manual effort by 25%.
* Identified key performance indicators that helped improve operational efficiency.

**Internship: HSBC Bank**

**Business Analysis Intern**  
*Manchester, UK*  
*Summer 2015*

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

**Key Achievements:**

* Contributed to the successful launch of a new online banking platform.
* Developed a new reporting tool that improved data accessibility for business users.

**Key Skills:**

* **Process Improvement:** Experienced in identifying and implementing process improvements to enhance operational efficiency.
* **Data Analysis:** Proficient in analyzing data to support business decision-making.
* **Business Requirements Gathering:** Skilled in gathering and documenting detailed business requirements.
* **Project Management:** Knowledgeable in managing projects from initiation to completion.
* **Stakeholder Management:** Experienced in working with stakeholders to gather requirements and provide project updates.
* **Regulatory Compliance:** Strong understanding of regulatory requirements in the banking sector.

**Certifications:**

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