Business Analysis, Business Improvement, Business Objectives, Business Requirement, Collaboration, Comprehensive, Customer Relationship Management, Data Analysis, Data Management, Development and Implementation, EMMA, Ensuring Compliance, Facilitate, Initiation, Key Performance Indicator, Knowledgeable, Lean Six Sigma, Process Improvement, Project Delivery Method, Project Management, Regulatory Compliance, Regulatory Requirements, Regulatory Standards, Stakeholder Management

**Emma Johnson**

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**Contact Information:**

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**Professional Profile:**

Experienced Business Analyst with 10 years in the banking industry. Specialized in data analysis, regulatory compliance, and project management. Adept at collaborating with stakeholders to deliver projects that align with business objectives and regulatory requirements.

**Education:**

**University of Leeds (Russell Group)**

* MSc Financial Risk Management, Distinction
* Graduated: 2012

**University of Birmingham (Russell Group)**

* BSc Business and Finance, First Class Honours
* Graduated: 2010

**Career History:**

**NatWest Group**

**Lead Business Analyst**  
*Manchester, UK*  
*2018 - Present*

* Lead business analysis efforts for critical projects.
* Conduct comprehensive data analysis to support strategic decision-making.
* Develop and document business requirements and process maps.
* Facilitate stakeholder workshops to gather requirements and provide project updates.
* Ensure compliance with regulatory standards and internal policies.

**Key Achievements:**

* Successfully implemented a new compliance management system.
* Developed a process improvement initiative that reduced processing time by 20%.

**Santander UK**

**Business Analyst**  
*Manchester, UK*  
*2015 - 2018*

* Conducted data analysis to identify business improvement opportunities.
* 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 reporting processes, reducing manual effort by 25%.
* Identified key performance indicators that helped improve operational efficiency.

**Lloyds Banking Group**

**Junior Business Analyst**  
*Manchester, UK*  
*2012 - 2015*

* 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 CRM system.
* Improved data accuracy by developing a new data validation process.

**Key Skills:**

* **Data Analysis:** Proficient in analyzing large datasets to identify trends and insights.
* **Business Requirements Gathering:** Skilled in gathering and documenting detailed business requirements.
* **Process Improvement:** Experienced in identifying and implementing process improvements.
* **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
* Certified Data Management Professional (CDMP)