

# Adam Stokes

DIGITAL ANALYST EXPERTISE

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## PROFESSIONAL PROFILE

Brings a unique portfolio that combines data and business analysis expertise with extensive experience developing new products and processes across various sectors. Brings further skills in enhancing operational efficiency by deploying scalable and pragmatic measures to improve processes, as well as defining marketing strategy and identifying scope to build strategic partnerships. Informs organisational decision-making by generating reports using PowerBI from numerous data sources, and collaborates with cross-functional departments to analyse projects, develop goals, measure performance.

Applies well-practised project management methodologies such as Agile to steer the successful delivery of products and projects on time, to scope and within budget. Exemplary leadership and interpersonal skills underpin the ability to build trust-based stakeholder relationships and engage with business to understand need. Positive, proactive and pragmatic, leading and mentoring multi-disciplinary teams with an ethos of integrity, end-user satisfaction and the highest standards of performance.

## AREAS OF EXPERTISE

|                        |                        |                               |
|------------------------|------------------------|-------------------------------|
| Product Development    | Business Analysis      | Business Process Improvements |
| Stakeholder Engagement | Requirements Gathering | PowerBI & SQL                 |
| Data Analysis          | Program Management     | Change Management             |

## CAREER HIGHLIGHTS

|   |                  |
|---|------------------|
|  <b>Digital Systems Business Analyst: IT</b> • <i>BidFoodUK</i>   | Dec 2022-Present |
| Tasked with identifying and analysing potential digital product changes or additions, making recommendations, conducting tests, and executing implementations while ensuring alignment with business objectives |                  |

|   |                      |
|---|----------------------|
|  <b>Digital Analyst: Digital and Performance Department</b> • <i>Vinci Facilities</i> | July 2019 – Dec 2022 |
|---|----------------------|

## KEY ACHIEVEMENTS

- Designed and managed the successful launch of a range of mobile applications to support production of compulsory compliance certificates governing emergency lighting test, van stock checks and others
- Oversaw all mobile development and roll-out of a £1bn+ MOD contract within an Agile environment, encompassing
  - serving as a core workstream lead in the mobilisation team
  - ensuring seamless execution of project activities
- Supported the organisation to win contracts from clients including Curry's and Shell by generating PowerBI reports on key metrics used as part of the bids process
- Steered end-to-end activities governing data management and quality for clients across the retail sector, including resolving escalated issues with the Computer Aided Facility Management (CAFM) system

## RESPONSIBILITIES

- Leverages analytical skills to identify scope for increased efficiency and improvements in business processes
- Supports organisational decision-making by contributing to the whole product development life cycle, including gathering requirements; planning, designing and testing products; and providing go-live support post-deployment
- Leads delivery of all aspects of projects, from conception to completions, encompassing
  - introducing planning and scheduling tools
  - onboarding clients to commercial and billing modules
  - updating and migrating Business Intelligence and Reporting Tools (BIRT) reports to PowerBI
- Creates reports that measure contract performance and inform discussion and decision-making with clients
- Facilitates training for internal and external stakeholders to optimise usage of digital tools

 **Systems Consultant** • RBRO Solutions  
**Junior Consultant** • RBRO Solutions

Jan 2018 – Mar 2019  
Aug 2017 - Jan 2018

#### KEY ACHIEVEMENTS

- Sharpened business processes by leveraging applications business process management software to
  - build internal firewalls that enabled a single law firm to act for both parties in cases
  - create functionality for users to protect documentation by mass ‘tagging’ documents with metadata in advance of a DMS migration
- Delivered projects including cloud DMS migrations, and new DMS implementations

#### RESPONSIBILITIES

- Managed a large portfolio of projects and aligned technical and design decisions with organisational goals
- Assured compliance with GDPR legislation to protect sensitive data and prevent data breaches
- Steered processes to migrate data from DMS to cloud-based and in-house systems
- Supported EMEA-based clients by assessing and deploying solutions to data issues
- Played a key role in product development processes by engaging with business partners in projects such as iManage and K2
- Provided training and supervisory support to junior staff
- Ensured timely and comprehensive support to customers in the resolution of queries and concerns
- Built mutually beneficial relationships with new and current clients through participating in business conferences and events, and maintaining ongoing contact

 **Data Analyst** • Pearson Vue

Aug 2015 – Aug 2017

#### KEY ACHIEVEMENTS

- Exceeded client requirements and provided quality technical customer support across Europe, Middle East, and Africa regions, as demonstrated by fulfilment of KPIs

#### RESPONSIBILITIES

- Provided second- and third-line global support for a range of web services, such as
  - RTEN (real-time event notification)
  - RTI (real-time imports)
  - SSO (single sign-on)
- Gained practical understanding of the application of software including Microsoft SSMS, Microsoft Excel, SoapUI, and Splunk
- Diagnosed technical issues in conjunction with internal IT teams and remote test centres

#### EDUCATION

 **B.A. (Hons): Politics** • Nottingham Trent University

#### LICENSES & CERTIFICATIONS

 Azure Data Fundamentals DP-900 | Azure Fundamentals AZ-900

 iManage Work 10 System Engineer Certification

#### TECHNICAL SKILLS

|                    |                        |                         |
|--------------------|------------------------|-------------------------|
| ERP                | Windows Server         | Application Integration |
| SQL & SQL Server   | SSMS                   | DB2                     |
| Data Management    | Relational Databases   | SSO                     |
| Cloud Technologies | Azure                  | Batch Scripting         |
| PowerShell         | Regular Expression     | Visual Basic            |
| PowerBI            | Maximo                 | Appenate                |
| MS Flow            | DevOps                 | Sharepoint              |
| Power Apps         | Data Migration         | Reflex                  |
| EDI                | Windows Administration | Secure Networking       |
| OCR                | Excel                  | E-commerce              |