

VITTORIA BUGANA
vittoriabugana@gmail.com - 07815698844
12 Buxton Road, SK12 2DY Disley, Cheshire East

PROFESSIONAL SUMMARY

Motivated and knowledgeable analyst with extensive experience and understanding of business development and growth, with solid SQL Server experience covering SDLC phases (requirements, specifications, test cases, and implementation) using AGILE methodology of delivery liaising with business teams. With a strong attention to small details to ensure nothing is overlooked, incorporating excellent communication techniques to make analysis information always clear and accurate.

KEY SKILLS

Technical Skills

- o SQL | SSIS | PowerBI | VBA | Excel | Visio | Project | Outlook | Word | PowerPoint | HTML | Javascript | XML | CSS | JQuery | REACT
-

EMPLOYMENT

Consulting Business Analyst

S&P Global plc | Manchester

02-22|Current

- Working closely with stakeholders and the IT teams to analyse and design business solutions and to produce technical requirement documentation
- Participating in working group discussions and workshops
- Work on multiple work streams within the projects liaising with multiple teams to deliver assignments and meet deadlines
- Proactively identifying, specifying and documenting business requirements from key business stakeholders
- Managing business stakeholders
- Gap Analysis between current and future state
- Interacting with business teams to define, analyse and prioritise business requirements.
- Performs impact assessment/gap analysis in order to convert business requirements into functional requirements
- Works with internal technology partners and vendors to identify technology solutions
- Undertakes functional solution design that can be implemented within projects scope/timeline

Remediation Advisor

Arrow Global Plc | Manchester

10-20|02-22

- Working in a proactive manner to collate, understand and define business, process, system, and customer requirements for existing & potential remediation activity, then translating these into requirements definitions
- Developing business cases for Remediation initiatives including, but not restricted to IT applications development and operational process design
- Construction of Project Initiation, Scoping and Closing documents along with detailed Business Requirements documents
- Ability to present business & customer benefits and articulate requirements at all levels including Senior Management
- Engineering of new business processes ensuring that solutions meet the needs of the overall business
- Day to day management and prioritisation of change requests within the project against plans to ensure agreed deadlines are met
- Liaison with Development and IT Teams ensuring end to end testing is both documented and completed
- Performing root cause analysis and documenting findings

Operational Data Analyst

Arrow Global Plc | Manchester

05-18|10-20

Achievements

- Ensure key business processes pertaining to external data collection
- Reconciliation of financial information;
- Managing of file exchange with external servicing partners;
- Producing report
- Converted data into actionable insights
- Utilised SQL, data warehousing program, SSIS, and other dashboard /visualisation tool sets for data intelligence and analysis

Co-opted member at Audit & Accounts Committee

Salford City Council

05-17|04-21

QE Specialist

FCE PLC | Manchester

09-14|05-18

Achievements

- Analysis of revenue opportunities within the division
- Analysis of Route Profitability enabling greater targeting of resources
- Established balance sheet and cash flow forecasting models, ensuring greater control.
- Identify and highlight performance/service risks to Operations.
- Support the business by making and driving recommendations on best use of operational resources, operational efficiencies, and leakage opportunities.
- Support the achievement of revenue targets and both internal and contractual SLAs.
- Produce actionable performance MI to support operational focus on key metrics.
- Provide technical research and analysis of the market.
- Supporting in preparing a suitability report.
- Support funding management on administrative tasks in dealing with high-risk client with daily, weekly, and monthly MI reports.
- Established a capital investment appraisal monitoring process
- Successfully migrated new system into existing structure to maximise process efficiencies
- Preparing quarterly Forecasts and assisting in setting Budgets.
- Perform pre-evaluation and identify success criteria to assess viability of proposed menu changes.
- Initiated, calculated, and reported upon a quarterly productivity analysis.

Business Development Associate UK and EMEA

BasePlus Ltd | Northwich

10-13|08-14

Operation Advisor

Rentalcars.com LTD (Traveljigsaw) | Manchester

04-12|06-13

Consultant

Avv. Marco Paggi law firm| (Padua, Italy)

01-08|09-10

Key responsibilities

- Managed corporate database
- Maintained company's information system
- Project management: identified and analysed project objectives, conducted data research, prioritised tasks, set up day-to-day activities and to ensure the project was done to meet the firm's objectives and schedule.
- Prepared supporting documentation for auditing whenever customers or auditors required.
- Ability to conduct research for appropriate providers and investments.
- Analysis and legal research: set clear research goals, prioritise day-to-day activities to meet the firm's objectives.

Key achievements

- Built strong relationship with clients, achieving an increased loyalty client of 20%
- Enjoyed the opportunity to practise negotiation skills with clients, achieving the closure of most cases. This helped to achieve an increased profit for the firm of 15%.

EDUCATION

- 2020– BCS Certificate in Business Analysis Practice – (self-funding the Knowledge Academy)
 - 2014-ongoing CIMA Advanced diploma in Accounting (self-funding currently at the Strategic)
 - 2010-2011 MBA (Master in business administration) in Risk Management
 - 1999-2005 Honors degree in Law dissertation on the Corporate responsibility in Criminal Law in the Italian and French legal
-

PERSONAL INTERESTS

Trekking | Nordic Walking | Cooking | Crafting

REFERENCES

Available on request