

## Business Architect

A TOGAF certified enterprise and business architect with a history of driving change and successfully delivering programmes, business solutions and change across a range of sectors including health (NHS), financial services and local government. My biggest asset that has enabled this success is a flexible and adaptive approach to stakeholder management, couple with great communication skills.

I have spearheaded efforts to establish a new enterprise architecture function within a large organisation, applying a structured approach to enterprise architecture utilising TOGAF to establish business models and capability models that are aligned to both strategy and value.

### Recent Qualifications

- AWS Certified Cloud Practitioner – Currently Studying
- AWS Solution Architecture – Currently Studying
- TOGAF Business Architecture – Completed 2020
- TOGAF Foundation – Completed 2020
- TOGAF Certified – Completed 2020

### Skills/Attributes Matrix

Communication Skills  
Stakeholder Management  
Strong Work Ethic  
Flexibility  
Problem Solving Skills  
Loyalty  
Determined

### Experience/Knowledge Matrix

- TOGAF
- Enterprise Architecture
- Business Architecture
- Value Streams
- Business Models
- Capability Models
- Solution Architecture
- Cloud Technology
- Business Strategy
- Gap Analysis
- Business Analysis
- Change Management
- Strategic Policies
- Business Scenarios

- Project Management
- Risk Management
- Governance & Compliance
- Process Improvement
- GDPR | Business Case
- Workshop Facilitation
- Requirement Gathering
- Impact Analysis
- High Level Design Documents
- Low Level Design Documents

## Career Profile

**September 2020 – Present**

**\*\*\*\* Systems**

**Business Analyst/Architect**

Hybrid Agile/Waterfall environment – System and business application infrastructure

The role had exposure to a range of project including but not limited to; Enterprise-wide SAP S/4 hana migration, data analytics, and global CRM tool and fraud detection.

My role was to ensure the collection of robust requirements for the assigned projects, while managing and addressing any stakeholder concerns. Further to this I also support the organisation in developing and realising capabilities across the enterprise within the architecture space. I also supported solution architects in the development of HLDs and LLDs.

- Designing and delivering end-to-end, enterprise-wide solutions and change
- Supporting the architecture governance board
- Development of service design documentation
- Support delivery and integration of an SAP S/4 Hana Greenfield implementation
- Gather and validate requirements to address business concerns and challenges
- Support the development of the Statement of Work (SOW)
- Ensure requirements clearly trace across to the programme vision, wider organisational goals and both LLDs and HLDs
- Design and deploy change management
- Trace requirements from sign off through to testing and solution.
- Assess the impact of any changes to the organisational strategy.
- Monitor Project and Contract Change Requests for impact to RTM.
- Investigate problems and identify opportunities and solutions.

### **January 2020 – April 2020 – [Contract Role]**

**\*\*\*\* Technology/\*\*\*\* Systems**

**Programme Requirements Traceability Manager**

**Hybrid Agile/Waterfall environment – System/Application Implementation & Network Infrastructure**

This role was on a secured account that dealing with the needs of \*\*\*\*, \*\*\*\* systems and major sections of the \*\*\*\*\*. The purpose of this role was to identify, manage and track the requirements from inception, contractual documents through to project solution.

This resulted in the management of over 6700 requirements across 31 projects, whilst also ensuring that requirements were appropriately allocated and covered within solution design. Furthermore, there was a need to consistently manage and guard against any elements of scope creep.

Additionally, I worked alongside the technical and solution architects to support and provided feedback on the development of High-Level Design Documents and Low-Level Design Documents. Ensuring that the project managers and solution architects-maintained consistency between the HLD, LLDs and the Requirements Traceability Matrix.

- Design requirement traceability matrix (RTM)
- Ensure that the requirements clearly trace the programme vision, wider organisational goals and both LLDs and HLDs
- Trace requirements from sign off through to testing and solution
- Development of the service design and definition documentation
- Ensure that no contradictions are present across the various documentation including RTM, HLD,LLD and PD
- Assess the impact of any changes to the programme, partnership or organisational strategy
- Monitor Project and Contract Change Requests for impact to RTM
- Investigate and understand problems to identify opportunities and solutions
- Meet with Transition Executive regularly to resolve conflicts

### **July 2019 – January 2020 – [Contract Role]**

**\*\*\*\* City Council & \*\*\*\* Women’s and Children’s NHS Foundation Trust**

**Senior Information Security Business Analyst/Business Architect**

**Prince 2 environment – Information Security, Data Assurance and Enterprise Architecture**

For this role I had two major objectives that needed to be implemented across two organisations and more 12,000 employees.

Data Assurance and Information Security – this involved constructing and implementing a full GDPR programme plan. That included record of processing activity, data and process maps, third-party data sharing agreements and data protection impact assessments. While also producing a robust e-learning package and reviewing assessing gaps within, policies, standards and guides.

Additionally, within the programme plan there was a focus on information security to cover ISO27001 and peruse cyber essentials plus accreditation. Both information security and data assurance efforts also needed to be tied to the requirements of the NHS DSP toolkit.

Enterprise Architecture – The organisations had selected iServer support efforts to gain an improved picture of its current architecture. This included business and capability models, values streams and cross-matching diagrams.

- Establish programme governance
- iServer system implementation
- Develop business and capability models
- Develop the enterprise architecture
- Aligning the business model to the strategy of the organisation
- Revise Information Assurance and Security policies, procedures, standards and working practices
- Drive the organisation towards NHS DSP toolkit compliance
- Establish process and guidance for data
- Perform Impact and gap analysis
- Support UAT and technical teams
- Employee training (iServer, data assurance, data security & BPMN2)
- Communicate programme status at board level
- Establish and integrate data governance roles into organisational hierarchy

**September 2018 to May 2019**

**British \*\*\*\***

**Senior Business Analyst/Solution Architect**

**Agile environment – GDPR and Data Operations Centre**

The primary aim of this project was to support the organisation in becoming GDPR compliant. This involved developing a record of data processing, reviewing policies, third party data sharing agreements and implementing appropriate information security measures.

This programme aimed to improve the usage of data for forecasting and intraday resource management around the customer service operations encompassing machine learning, real time data visualisation and speech analytics. To support the achievement of this aim, there was a requirement to understand what data is currently available, how it was used and how often it was updated within the organisation. It was critical that the direction of the programme remained aligned to business strategy.

- Deploy TOGAF methodology to develop a programme strategy
- Ensure that requirements align and HLDs are aligned to the wider organisational needs of the business and programme
- Establish process and guidance for data sharing agreements
- Support the wider business functions with Data Protection Impact Assessment

- Review SAP and compile requirements
- Produce programme roadmap
- Revise and improve Business Analysis and Project Management functions
- Review SIEM configuration
- Detect, document and manage product defects and risks
- Raid log management
- Liaise with UAT and technical teams
- Review customer and supplier process journey environment
- Develop user stories
- Developing 'as-is' and 'to-be' process maps and documentation
- Training and workshop facilitation
- SharePoint and business intelligence dashboard development
- Design and implement service level agreements

#### **June 2018 to August 2018 – [Contract Role]**

**\*\*\*\* Automotive**

#### **Information Security and Assurance Project Manager/Business Analyst Agile Environment – Information Security and Assurance (GDPR)**

The primary focus of my role was to evaluate the impact of GDPR on business operations across multiple jurisdictions, while also reviewing relevant company policies and procedures. A key deliverable was a set of training modules that covered information assurance and security. I was responsible for driving change and the delivery of GDPR compliant processes across multiple EU countries. Additionally, I was accountable for a team of business and project analysts.

- Plan, manage and deliver pilot project
- Produce roadmap for EU development
- Establish project plan
- Develop e-learning training materials
- Requirements gathering and documentation
- Impact and gap analysis
- Developing 'as-is' and 'to-be' process maps and documentation
- Detect, document and manage product defects and risks
- Training and workshop facilitation
- Produce a record of data processing document
- Develop a third-party data sharing agreement template
- Revising Information Assurance and Governance policies, procedures and controls
- Review process
- Signet
- GDPR and Data Security Business Analyst

## March 2018 to June 2018 – [Contract Role]

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### GDPR and Data Security Business Analyst

#### Agile Environment – Implement GDPR policies and procedures.

One of the primary objectives was to document a record of the processing activity of personal and sensitive data across the business. This later influenced other GDPR aspects and efforts including amending policies, procedures and processes.

- Requirements gathering and documentation
- Impact and gap analysis
- Provide corporate, IT and business solutions
- 'As-is' and 'to-be' business process maps (Visio)
- Produce Process documentation
- Developing e-learning materials
- Third Party Management
- Revising Information Assurance and Governance policies, procedures and controls
- Review data held on iTrent, SAP, Salesforce and SharePoint
- Raid log management
- Detect, document and manage product defects and risks
- Review ISO270001 standards
- Develop user stories
- Identify, resolve and mitigate issues and risks
- Training and workshop facilitation
- Ensure PCI DSS compliance
- End to end business analysis
- Detect, document and manage product defects
- Service redesign
- Third party management
- Liaise with UAT and technical teams
- Reviewing customer and supplier process journey
- Ensure business continuity
- Drive and manage change

## **October 2017 to January 2018 – [Contract Role]**

### **\*\*\*\* Solutions**

#### **Lead Business Analyst**

#### **AGILE Environment – HR and Payroll System Implementation**

This was an inflight project for the implementation of the HR and payroll system iTrent. My focus was primarily to clear the project backlog to ensure that system readiness was achieved. This included ensuring that the future payroll processes were both fit for purpose and met the requirements of the organisation and effectively process mapped. There was also a requirement to also ensure that the HR aspects of the iTrent system were fit for purpose and that all future state processes were standardised across multiple sites.

- Review current systems SAP and Oracle
- Ensure system and process developments are aligned to the aims of the business
- Requirements gathering and documentation
- Impact and gap analysis
- Identify, resolve and mitigate issues and risks
- 'As-is' and 'to-be' business process maps (Visio)
- Produce Process documentation
- Detect, document and manage product defects and risks
- Support UAT and technical developments
- Develop user stories
- Training and workshop facilitation
- SharePoint and business intelligence dashboard development
- Design and implement service level agreements

## **June 2017 to September 2017– [Contract Role]**

### **\*\*\*\*pool Group Ltd**

#### **Project Manager/Business Analyst**

#### **AGILE Environment - Transformation programme**

This was a major inflight transformation programme that resulted in myself being assigned to multiple projects including, review of small accounts, SLA & Salesforce review, GDPR review, stabilising customer relationships, key customer issues and SharePoint 365.

- Responsible for activities across multiple projects
- Develop a project governance structure
- Stakeholder Management
- Review SAP processing activity
- Establish project governance
- Identify, resolve and mitigate issues and risks
- Review of current ITSM capability
- Requirements gathering and documentation
- Impact and gap analysis

- Third Party Management
- Review ISO270001 standards
- Provide corporate, IT and business solutions
- 'As-is' and 'to-be' business process maps (Visio)
- Review customer and supplier process journey
- Ensure business continuity
- Drive and manage change
- Attend Project meetings
- Ensure PCI DSS compliance
- Institute a GDPR compliant environment across multiple projects
- Training and workshop facilitation
- End to end business analysis
- SharePoint and business intelligence dashboard development
- Design and implement service level agreements
- Ensure salesforce, MI and process developments are aligned to the aims of the business
- Service Redesign

#### **January 2017 to March 2017 – [Contract Role]**

**\*\*\*\* Local Authority Council**

**Lead Project Manager/Business Architect**

AGILE Environment – System and TOM change project

This project aimed to help senior management understand what the department did and how well. To understand this capability models and value streams were modelled, as well as process maps. This allowed for business solutions to be recommended that are aligned to the business strategy and allow the organisation to operate a leaner workforce.

- Utilise the TOGAF framework to support the production of Business scenarios, capability and business models and value streams
- Production of service design documentation
- 'As-is' and 'to-be' business process maps (Visio)
- RAID and Benefits realisation reporting
- Produce business case
- End to end business analysis
- Initiate SharePoint and business intelligence dashboard development
- Implement and drive organisational and culture change
- Ensure change programme is aligned to corporate strategic policies

#### **August 2016 to January 2017 - [Contract Role]**

**\*\*\*\* University Hospital - Business Change Analyst**

#### **June 2016 to July 2016 – [Contract Role]**

**Bank \*\*\*\*– Global Operations Risk and Control Analyst (Business Analyst/Project Manager)**

**September 2015 to May 2016 - [Contract Role]****\*\*\*\* Bank - PPI Case Handler & MI Analyst (Business Analyst)****February 2015 to August 2015 - [Contract Role]****\*\*\*\* Bank - PPI Insurance SME & Project Support (Business Analyst)****May 2014 to September 2014 - [Contract Role]****\*\*\*\* Direct – PPI Case Officer & Process Improvement Analyst (Business Analyst)****January 2012 to April 2014 - [Contract Role]****Bank \*\*\*\* – Complex ID&V Specialist, PPI Case Officer and Process Improvement Analyst (Business Analyst)****Education****\*\*\*\* University – BA (Hons) Business and Finance****Professional Qualifications****APMG - Change Management Foundation & Practitioner – Completed 2013****SAP Analytics & CRM Certificate – Completed 2018**