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**Summary** A highly motivated, intelligent and analytical individual with excellent interpersonal skills coupled with strong communication, influencing and negotiating skills. 7 years experience working in the financial services sector with direct experience working in variety of data orientated roles covering multi-national business areas and delivering data quality solutions for regulatory initiatives such as Solvency II, Basel II and the Financial Services Compensation Scheme. Consistently produces work to a high standard and strives to promote a culture of continuous improvement.

### Skills

<i>Technical</i>	DataFlux Power Studio Trillium Software System Business Objects SAS Quality Centre MindGenius	Excellent knowledge of the Adobe Product Suite Expert knowledge of the MS Office Suite including MS Visio Good working knowledge of SQL and various SQL tools	Excellent knowledge of both Microsoft and Apple Macintosh Operating Systems Proficient in HTML, CSS, JavaScript and PHP Working knowledge of Visual Basic
<i>General</i>	7 years experience working in the Financial Sector Data quality framework design Data profiling and data analysis Data quality assessment Process design, optimisation and documentation	Experience operating in an international environment Comprehensive knowledge of corporate lending and financial regulations Practical understanding of the IIBA Business Analysis Body of Knowledge	Proficient in UML graphical notational techniques Organisational skills in terms of work prioritisation Excellent understanding of the DAMA Data Management Body of Knowledge

### Employment

#### **Standard Life Group PLC**

##### **Data Quality Consultant – Solvency II Programme**

*August 2010 – Present*

- Interpretation of the data quality requirements of Solvency II.
- Recommendations made regarding the organisational data governance and stewardship strategy.
- Research of industry best practice relating to data quality frameworks and procedures.
- Production of organisational data quality and data management policies.
- Analysis of data and subsequent definition of data standards.
- Definition and documentation of data quality business requirements.
- Definition and categorisation of business rules to measure and assess data quality.
- Design of data profiling, data measurement and issues management processes and procedures.
- Design of data quality related education, awareness and training materials.

#### **Lloyds Banking Group**

##### **Senior Business Analyst – Data Governance, Architecture & Oversight**

*March 2009 – August 2010*

- Played a key role in the definition and design of a data quality framework and a measurement and reporting framework.
- Researched external best practices, standards and strategies for Data Quality.
- Involved in the design, documentation and communication of internal data quality practices.
- Responsible for the assessment of third-party data provision and resolution of data issues.
- Subject matter expert in various data quality tool suites and data quality analysis techniques.
- Designed and implemented data quality scorecards and dashboards.
- Engaged with business areas to discuss data quality requirements and provided support and consultancy to deliver appropriate solutions.
- Management of data quality issue identification and resolution.

## **HBOS PLC**

### **Data Improvement & Risk Consultant – Chief Information Office**

- March 2008 – March 2009* Provided consultancy to Divisional business areas in identifying issues, within both manual and automated processes, having a detrimental impact on data quality.
- Ensured that systems were maintaining and utilising data in a manner that ultimately provided good quality management information.
- Measurement of the effectiveness of process and controls from a data management viewpoint.
- Assessment and quantification of the exposure from data related risk.
- Improved the standard of data across all systems and reduced overheads as a result of implementing improvements in processes.
- Involved in the definition and promotion a Data Stewardship programme.

## **HBOS PLC**

### **Senior Business Analyst – Europe & North America IT**

- March 2007 – March 2008* Responsible for analysis, recording of business requirements and the proposal of suitable solutions.
- Management of various stakeholders and customers.
- Researched various development methodologies and made suitable recommendations.
- Management and motivation of contractor and business area colleagues.
- Liaised with stakeholders to facilitate resolution of queries.
- Involved in the procurement and engagement with service providers.
- Operated in an international environment with time spent working in New York and Madrid.

## **HBOS PLC**

### **Business Analyst – Corporate IT**

- December 2006 – March 2007* Gathered, analysed and recorded business requirements for a Basel II compliant risk rating and risk management tool solution.
- Management of stakeholders and customers.
- Management and motivation of contractor and business area colleagues.
- Produced of high quality documentation in line with project management minimum standards.
- Assessed existing in-house and external software options and made recommendations.

## **HBOS PLC**

### **Data Analyst/Team Leader – Corporate Credit Systems**

- December 2003 – December 2006* Led a medium sized team (including regular appraisals and performance management) to deliver and maintain a single customer view as part of a Basel II programme.
- Ensured the quality of an organisational data asset was maintained at an acceptable level.
- Oversaw the daily production of performance statistics.
- Responsible for problem solving and colleague query resolution.
- Responsible for the management of technological requirements/faults/issues and liaising with IT.
- Accountable for the compilation of weekly status reports for senior management.

## **Education**

*1999 – 2003* **Napier University, School of Design and Media Arts (DaMA)**  
**BA(hons) Photography, Film & Imaging – 2:1 Awarded**

*1997 – 1998* **Newcastle College**  
**BTEC Diploma in Foundation Studies Art & Design**

*1991 – 2007* **Dunfermline High School**  
**2 CSYS, 5 Higher Grades, 7 Standard Grades**

*References available on request*