OWEN ORERE

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SUMMARY

A Product, I.T & Operational Senior Business Analyst with deep knowledge and successful career within the Finance & IT industry, working with multiple real-time data feeds, ensuring the accuracy and completeness of product data for global brands. An ISEB certified Agile Business Analyst with experience working on varying projects within the financial service sector and personal investing. Possessing a solid understanding of financial market data, able to digest information and drive continuous improvement to maximise the value of data services for businesses and clients. Thrives under pressure, using constructive thinking to meet challenging targets, taking a measured and validated approach to drive change. I also possess extensive managerial skill and Global Banking (Investments) Markets. Adding refined interpersonal and communication skills, able to forge and sustain excellent relationships with customers, stakeholders, vendors and colleagues.

SKILLS SNAPSHOT

∙ Team Management ∙ Risk & Data Management ∙ Stakeholder Management ∙ ITIL Service Delivery

∙ Staff Development ∙ Quality Assurance ∙ Data Vendor Management ∙ Project Management

∙ Exceptions Management ∙ Business Analysis ∙ Strategic Development ∙ Compliance

∙ Data Auditing ∙ Process Improvements ∙ Change Management ∙ Remote Leadership

∙ Regulatory Reporting ∙ Cloud Services ∙ Automated Testing ∙ All iteratons of JIRA

WORK EXPERIENCE

**Private Wealth Senior Business Analyst and Release Manager**

[*IRESS*](about:blank) *| July 2018 – Present*

Managing the Implementation team through strategically driven means to make sure that deliveries are met, allocating resources to achieve strategic and client ambitions, I drive continuous improvement in processes, technology and approach, introducing new approaches, quality and efficiency in operations. A hands-on leab BA, I coach and develop individualised performance to ensure high-quality outcomes.

* Evolving technology and setting up reporting automation to unlock time for client-centric priorities.
* Developing a deep understanding of technical and system needs for each client’s solution; recommending change to improve the quality of releases, data quality in general and to refine their internal architecture.
* Owning all compliance activities for MarketData and GDPR; training teams in policies and operational procedures.
* Conducting root-cause analysis to determine data trends, inaccuracies and opportunities; monitoring fixes.
* Serving as the primary escalation point and owner of risks within Private Wealth.
* Managing internal and external data audits; communicating with stakeholders globally to drive services forward.
* Digesting new information and business ambitions to strategically drive business and technology.
* Responsible for the software releases to 20 IRESS clients are professionally managed, repeatable, and have a positive impact on the client experience.
* Accountable and responsible for planning and managing the delivery of software releases to clients
* Responsible for the end to end delivery of software delivery lifecycle with a focus on upgrade programme which include multiple projects running in parallel
* Identify and manage project stakeholders
* Coordinate the establishment of the project goals and requirements
* Manage the impact analysis (including where necessary customer contractual issues)
* Responsible for the delivery team, which includes running bi weekly sprints
* Responsible for prepping various environments ready for deliveries
* Define the reporting and communication plans
* Working in collaboration with the various project teams delivering specified tasks and sub task for clients
* Manage the full implementation of projects in line with change control processes
* Delivery of multiple regulatory reporting projects which included MiFID II cost and charges, GDPR, CSDR
* Making sure the primary software (Pulse, Symphony and Xplan) are upgraded to the right version.

**Lead Business Analyst**

[*Rentokil*](about:blank) *Initial | April 2016 – July 2018*

Responsible for the design, development and implementation of MS NAV for all the regions, managing different accounts teams in the UK, USA, Brazil, Asia and APAC regions. Driving data development and operations, I review and improve operational structures to achieve optimum service levels from diversely located teams.

* Coordinated and supported the European Development Team & European Market Data Operations & Client teams.
* Responsible for maintaining and servicing of the Purchase Order Website
* Creating accounting solutions for future implementation of software product (NAV)
* Responsible for the deployment NAV to various countries that Rentokil Initial have offices
* Responsible for upgrade of NAV from older to new versions finding gaps where possible
* Responsible for working on client data for inventory management
* Hold workshops to gather requirements from client (the business) and producing technical requirement
* Responsible for all requirements for MS Navision.
* Responsible for the automation of business processes e.g. sales, purchasing, operations, accounting and inventory management.
* Creating different business design documents for the different countries
* Gathering individual specific requirements and transform into technical specifications for build.
* Responsible for functional testing for NAV 2013
* Responsible for functional testing for NAV 2016
* Responsible for UAT for the business on the NAV finance Systems
* Deployment of NAV in various countries
* Responsible for the deployment of the automation of the MMA system COGNOS
* Restructuring of the entire Payroll systems adding BRANCH, FUNCTION & LOB to all employee profiles
* Responsible for all BAU protocols and Warranty periods
* And adding all Employee profiles to the NORTHGATE systems.
* Created and documented new processes; rolled out new procedures to teams to meet client entitlement KPIs.
* Owned Quality Assurance & Internal Data Audit workstreams; conducted root-cause analysis of key issues.
* Recommended opportunities to increase efficiency, quality, productivity and mission-critical processes.

**Agile Business Analyst**

[*Veolia*](about:blank) *Environmental Services | April 2014 – April 2016*

Managing the capturing of requirements from local municipal companies and translating them into technical requirements to be built by the Dev Teams. Metrics Analysts and Data Analysts and through the ECHO platform service delivery operations, global service assurance and call reporting functions, I created clear operational targets and KPIs to keep the productivity model in line with forecasted and expected service levels.

* Responsible for capturing requirements from the different client sites around the country.
* Documentation and analysis of requirements; Co manage and co-ordinate all necessary and business and technology activities to support project delivery.
* Gathering individual specific requirements and transform into technical specifications for build.
* Documenting in various formats.
* Responsible for all client migrations including Client Onboarding, client data analysis etc
* Responsible for functional testing of the ECHO system
* Responsible for regression testing of the ECHO system
* Responsible for UAT for the business on the ECHO system
* Responsible for roadmap meeting and discussions for the improvement of the ECHO system
* Work side by side with the Project Managers, Project Specialists etc. on the MIMS project.
* Sitting in and managing different steerco meetings.
* Converting of different asset gathering opportunities that meet the business processes.
* Ensuring timely pro-active and high-quality service delivery through close liaison with all departments within PI and the wider organisation
* Creation of Bespoke BI reports to compliment different outputs from clients.
* Personally, responsible for gathering of requirements, implementation of the Watford Borough Councils Sport/Bookings Solutions.
* Personally, responsible for the implementation of ECHO into the Telford & Wrekin Depots and CIS integration for Veolia Environmental Services (UK) plc
* Liaising with 3rd party vendor on systems, solutions and software on behalf of Veolia Environmental Services (UK) plc.

**Change Business Analyst**

[*Fidelity*](about:blank) *Worldwide Investment | October 2012 – April 2014*

Capturing customer requirements and translating them into functional specifications, I provided high-quality, defined business requirements that supported project start-up, ad-hoc investigations and the refinement of products to improve competitiveness and financial regulation compliance (through changes). Deeply involved in the definition of test cases, performance, system and acceptance testing.

* Collaborated with Sales, Marketing & Account Manager to define and manage project scopes.
* Captured and analysed customer requirements to develop the project plan for Fidelity teams.
* Owned front and middle office trading business and technical implications, risk and product opportunities.
* Liaised with Technical Managers through for seamless executions; prioritised work to aggressive timescales.
* Owned project issues; prioritised response to mitigate risk, escalation and dissatisfaction.
* Identified and implemented process improvements to enhance customer satisfaction.
* Responsible for managing a high-profile Front to Back Project called ‘ADL’ and performing Business Analysis activities involving the ADL Application for the Front Office (Schedulers), Middle Office (Credit) and Back Office (Confirmations) teams (Business to Business Processes)
* Prepared process maps and documented As-Is and To-Be workflows of the DC Pension reporting system to identify potential areas of improvement.
* Interacting with Global banking Markets units (Investments) for the pricing project, EMEA projects, Tailored financial solutions for Gov reforms, financial crime management in GBM and Global financial regulations
* Responsible for the implementation of post RDR project to the personal investing structure and also setting process improvements for the relevant departments.
* Responsible the implementation of the wealth management online portal.
* Gathering requirements from the relationship managers, wealth team & head of wealth for different wealth management team projects
* Client Onboarding for wealth clients combining digital and physical interactions for the wealth management portal.
* Responsible for the pricing structure for the wealth clients
* Carrying out of front to back testing on RDR project with the testing team in India who specialize in ITIL service management systems.
* Analyse and documenting the impact of the project on specific business functions, systems and personal investing clients, (process analysis)
* Documentation and analysis of requirements; Co manage and co-ordinate all necessary and business and technology activities to support project delivery.
* Responsible for implementation of TCF; making sure that the RDR project complied with all TCF and FCA regulations. (operating process)
* Proactively contact new enquirers and existing investors in order to promote, develop and retain personal investment assets as part of the Personal Investing Sales Team
* Good working understanding of the DC Pension life cycle.
* Requirement gathering for the Fidelity DC Pension such as Trustee board, scheme management, administration, Investment Governance, Value for member
* Knowledge base for Retail Pension e.g. Pension funds, time scales, funds switching, applicable pension funds investments etc.
* Requirement gathering for retirement products (Project annuity and active fund managements.
* Pension portfolio management for HNW clients
* Establishing strong ties with Fidelity’s HNW and UHNW clients
* Identify sales opportunities through the active promotion of Fidelity’s products and services
* Convert asset gathering opportunities to meet business targets
* Build and maintain strong technical understanding of business and procedures/process flows
* Ensuring timely pro-active and high-quality service delivery through close liaison with all departments within PI and the wider organisation.

**Project and Planning Business Analyst**

[*Fidelity*](about:blank) *Worldwide Investment | October 2010 – October 2012*

* Responsible for the planning and testing of the retail dealing script.
* Weekly and monthly provision of projects status; meet regularly with the programme Manager to ensure delivery commitments are tracked, managed and controlled.
* Responsible for the migration project between the OEICs, Unit trusts and SICAV teams
* Trade execution and account management for retail and high net worth clients including trading in OEICs, Unit Trusts, SICAVs, Investment Trusts, Currency and Pension Products.
* Continuously developing relationships and liaising with key departments including projects & planning Compliance, Onshore Dealing, Central Banking Unit, Fund Data Management, Re-registrations & Transfers, and Product Specialists to ensure the investment process is seamless for the client.
* Providing information on income and tax distributions, verification of up-to-date fund valuations and general performance calculations and also ensuring correct booking of transactions
* Communicate directly with financial advisors to collect and use the necessary information on the CRM Data project.
* Assist in construction of portfolio analysis and regression analysis presentations for financial advisor clients using proprietary software
* Provide monthly and quarterly update to the project managers.

**Communications Business Analyst**

[*Halifax*](about:blank) *Employee Equity Solutions| September 2007 – Agust 2010*

* Analysing and evaluating the business IT systems.
* Stakeholder identification, analysis and management.
* Requirements gathering through workshops and interviews
* Producing specification documents and prioritisation of requirements.
* Data identification and analysis and modelling using UML, Entity Relationships Modelling (ERM) and use case
* Understanding and identifying the business rules that underpin selected data
* Working closely with the technical team to communicate data requirements forward into the design and development of the new systems.
* Identifying and mitigating risks associated with data migration process.
* Monitoring of all KPI’s
* Responsible for carrying out appraisals for the Bas in the team
* Hosting of daily stand up calls for the Team

**Business Analyst**

[*Vanni*](about:blank) *Security | April 2004 – September 2007*

* Assist in maintaining and tracking project issues and actions by means of issues log
* Assist in the process of reviewing and monitoring the project at regular intervals to make sure, it’s within the business case
* Monitoring and tracking of milestones, and key deliverables.
* Updating and Maintaining project documentation, intranets and templates.
* To facilitate effective communication at all level and with all stakeholders within a project.
* Follow up with project managers on the progress of project by means of weekly and monthly status report collation.
* Maintaining and tracking Project Budget/Costs and ensuring timely despatch of invoice.
* Ensured the project deliverables are met within the required timeframe through effective negotiation with the key resources.
* Tracking of all resource request and ensuring changes are represented on the organizational chart.
* Co-ordinate and analyse management information to support Project Manager.
* Providing administrative support to the project
* Briefing team leaders on sales strategies and targets

EDUCATION

**BSc Geology 2.2 Obtained** University of Benin 1998 – 2004

**Diploma in Data Processing** University of Benin 1996 – 1998

ADDITIONAL

**IT & Technical:** Fidelity; Fidelity Trading Platform; UNIX; GPS; FactSet

MS Navition; XML; SQL; GlobalTOPIC; GlobalTOPIC Trader; Delphi; Builder; TOne Workstation;

DS Windows; TOPIC3; SQL; Atlassian JIRA; RPD; XPLAN; IRESSPro; IRESS Trader Windows NT;

Windows 2000; Windows XP; MS Word/Access/Excel/PowerPoint; Netscape; Navigator; IE