Chris Smith

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SENIOR BUSINESS & PROJECTS ANALYST

A results-oriented Senior Business & Projects Analyst with extensive experience in financial services, specialising in delivering business change projects on time and within budget, alongside completing complex data analysis and reporting. A skilled problem-solver with a proven ability to tackle complex challenges and drive innovation. Experienced in building cross-functional relationships, collaborating effectively, and engaging and presenting to stakeholders at all levels, including C-Suite executives.

KEY SKILLS

Business Analysis | Data Analysis | Business Change | Business Innovation | Lean | Communication
Project Management | Problem Solving | Process Improvement | Team Leadership| Six Sigma
Cross-Functional Collaboration | Stakeholder Engagement | PMO Reporting |Project Software

CAREER HISTORY

SENIOR BUSINESS ANALYST | ACME BANKING LTD | MAY 2021 – PRESENT

Led business analysis and process improvement initiatives, managing multiple workstreams and delivering measurable efficiency improvements, alongside robust reporting across core operations.

- Conducted detailed end-to-end process mapping, uncovering inefficiencies and streamlining workflows, resulting in a 15% reduction in process cycle times.
- Facilitated workshops to deliver efficiencies across HR, Procurement, Property, Technology, and Security Services, achieving a 12% average cost saving across departments.
- Applied Six Sigma and LEAN methodologies to implement process improvements, eliminating bottlenecks and enhancing operational productivity.
- Delivered accurate and insightful Management Information (MI) reports to stakeholders and the Senior Leadership Team, leading to data-driven decisions.
- Fostered collaboration with a range of business stakeholders, ensuring alignment between operational goals and the organisation's strategic objectives.

LEAN PROCESS ANALYST | BANKCORP LTD | NOV 2016 – APR 2021

Worked in a process improvement team overseeing the performance enhancement work in the FX payments team. Led the development and mapping of current and future state processes.

- Spearheaded the redesign and optimisation of FX payment workflows, reducing processing times by 20%.
- Conducted detailed gap analysis to identify inefficiencies and developed actionable plans, driving a 25% improvement in operational turnaround times.
- Facilitated cross-functional workshops with 30+ stakeholders to gather insights, align objectives, and ensure seamless implementation of performance improvement initiatives.
- Analysed key data points to identify and resolve pinch points in the project's critical path.
- Supported the rollout of new technologies by adapting processes to ensure compatibility and operational readiness.

PROJECT ANALYST | INSUREFIRM LTD | FEB 2013 – OCT 2016
Operated as a core part of the project team within the claims function, mapping a new payment system to meet the procedural needs and requirements of key stakeholders.
- Partnered with business stakeholders to identify needs and pain points, ensuring project solutions aligned with business goals.
- Analysed and documented end-to-end business processes, identifying opportunities for streamlining and improving efficiency, reducing manual input by 15%.
- Produced detailed current and future state process maps for key workflows, facilitating the successful implementation of the new payment system.
- Led data validation and testing phases, identifying system issues early, reducing post-deployment errors by over a quarter.

DATA REPORTING ANALYST | ASSETFIRM LTD | JAN 2009 – JAN 2013
Worked in the IT function's PMO with responsibility for producing a reporting suite on project initiatives with recommended improvements to projects based on the data and appropriate RAGs.
- Designed and delivered a comprehensive reporting suite, enabling transparent tracking of project performance and improving decision-making.
- Conducted in-depth data analysis to identify trends and risks, providing actionable recommendations that mitigated project delays by 15%.
- Introduced automated reporting templates, reducing report preparation time by 40% and improving data accuracy across the portfolio.

EARLIER CAREER (PRE 2009)
PROCESS ANALYST | MONEYLEND LTD – Part of project team working on internal efficiency projects
JUNIOR PMO ANALYST |FINANCE4U LTD – Supporting PMO in collating project updates

EDUCATION
BA (Hons) Management & Marketing Studies |Lancaster University |2004

PROFESSIONAL QUALIFICATIONS
Prince 2 Project Management |PM Training | 2018
Six Sigma Green Belt Qualified |Sigma Training |2015

VOLUNTEERING & INTERESTS
Amateur dramatics is a passion, and I am an enthusiastic member of a local theatre group, where I have responsibility for managing the stage logistics for all performances.