

## **CURRENT JOB TITLE: BUSINESS SYSTEMS ANALYST**

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Solutions-driven Business Systems Analyst, Systems Developer and Project Manager with a successful portfolio of identifying and implementing customised solutions for specific customer requirements. Highly experienced in owning projects from start to finish, analysing the business needs and requirements whilst communicating with key stakeholders and delivering customer solutions on time and on budget. To further complement my experience I'm also qualified with MSc in Electrical Engineering, BSc in Mechanical Engineering and Computer Technology and a Microsoft Certified Professional.

## **KEY AREAS OF EXPERTISE**

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- Microsoft Dynamics NAV Project Management & Implementation
- Excellent Business Systems Analysis skills including preparation of Functional Specifications and Training Manuals. Experience in system fault diagnosis, developing solutions and managing resolution
- Exceptional communication skills with proven ability to understand and interpret the operational needs of businesses at all levels
- Understanding of change management and the implementation of systems within large organisations
- Strong Manufacturing industry experience

## **TECHNICAL SKILLS**

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- Microsoft Dynamics NAV Development (C/AL programming, Document design, Reporting)
- Microsoft Dynamics NAV setup, maintenance and support
- Business Intelligence stack (SSRS, SSIS, SSAS, Data Warehousing)
- Microsoft SQL 2008/2012
- Strong programming background (OOP C/C++, VBA, C/AL)
- Microsoft Certified Professional (Microsoft License 7721866)
- Barcoding systems and stock management systems (BarTender)
- Microsoft SharePoint 2013

## **QUALIFICATIONS AND ACCREDITATIONS**

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- **Computer Science/IT**
  - BSc(Hons) Computer Games Technology, University of Abertay Dundee (2006-2010)
  - Microsoft Certified Desktop Support Technician
  - Microsoft Certified Technology Specialist
- **Engineering**
  - MSc Electronic Circuit Design & Manufacture, University of Dundee (2004)
  - BEng Mechanical Engineering, University of Dundee (2003)

## **PROFESSIONAL EXPERIENCE**

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### **Business Systems Analyst Smurfit Kappa UK, Northampton (2014-Current)**

- Project Manager of Dynamics NAV 2015 implementation overseeing project from inception to Go Live
- Managing expectations of key stakeholders, system users and also liaising with project team from third party reseller

- Experienced in Gap fit/analysis, Function Requirements Documentation, End User Testing, Change Management and delivering user training
- Technical role in bespoke application development of MS Dynamics NAV (C/AL programming)
- Developed MS Dynamics NAV 2015 document and reports
- Excellent knowledge of MS Dynamics NAV 2015 3 tier setup, configuration and support
- Analyse and suggest solution developments for all NAV using sites within SK UK
- Written data extracts (XMLPorts) from NAV to be used in BI Cube
- Perform second line support for MS Dynamics NAV 2013, SQL Reporting Services, SK CRP MIS systems and any NAV related systems
- Good working relationship with MS Dynamics NAV resellers and third party add on provider, NavPackaging
- Providing support for current BI cube (Full BI Stack experience)
- Key role in system and server migration of SK CRP to central datacentre
- Microsoft Server 2012 and Microsoft SQL Server 2012 administration
- SharePoint 2013 administration and development include Excel Web Services

### **Systems Developer**

#### **CRP Print & Packaging Ltd, Corby (2011-2014)**

- Driving improvements by developing various bespoke Management Information Systems (now known as SK CRP MIS) which helped streamline processes, reduce administration overheads and improve operating efficiency
- Analyse existing business systems and processes, suggesting and implementing solutions and improvements
- Highly experienced in understanding business processes and working with key users from various levels due to unique multi business structure of CRP
- Created SSRS reporting with data extracted from various systems used within CRP
- Integrated barcoding software (BarTender) in a bespoke ERP system created for CRP which enables customer specific GS1 compatible pallet labels to be printed
- Experience in Shuttleworth, ABACA Packaging3000, Pegasus OPERA, Capita Workforce Management Solutions (formerly iSys) Time and Attendance software packages
- MS SQL 2012 server setup, administration and development
- Assist in providing IT support and also suggesting value added improvements to infrastructure

#### **Beer, Wine and Spirits Colleague, ASDA, Corby (2011)**

#### **System Support (Parts), Weetabix Ltd, Burton Latimer (2010-2011)**

#### **Trainee Mechanical Engineer, Agilent Technologies, Malaysia (2001)**

### **PERSONAL INFORMATION**

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Nationality: British

Driving licence: Full UK

Languages:

- English (Fluent written and spoken)
- Cantonese (Fluent spoken)
- Mandarin (Fluent spoken)