

## Skills

- Business Analysis
- Requirements Gathering
- Software Specification
- Process & Data Analysis
- Consulting
- Training & Mentoring
- Project Management
- Workstream & Project Lead
- Proposition Definition
- Rational Unified Process (RUP)
- Waterfall
- Agile
- UML

## Overview

A Business Analyst with a background in Development Consultancy and Software Development.

I am highly experienced in the IT arena, working on projects of various scales and industries, including government agencies, HR companies, high street retailers, online services and product solutions companies.

Before moving to the BA role I had an extremely successful spell as a Development Consultant within Ceridian, creating business requirement documents, process flows, design specifications, providing mentoring and training as well as the configuration and development of HRvolution, Ceridian's software as a service offering.

## Ceridian UK Ltd

October 2007 – Present

Ceridian is an HR and payroll services company operating globally serving 25 million customer employees.

### Business Analyst – International Services

February 2011 – Present

Working within the Product Management team to assist in the definition of the International Payroll Service proposition and to investigate, document and manage enhancements to the International Payroll Service product offering.

Primary focus is on the improvement of front-end user experience, consolidating data flow, and reducing complexity for payroll solutions. With the additional tasks of identifying workstream areas, and project managing the analysis and development of these areas across a distributed workforce.

Supporting the sales team in understanding the new product that enables them to present the solution to prospective new clients.

### Business Analyst

November 2009 – February 2011

Collecting, understanding, and communicating the business requirements for the project, via the facilitation of workshops and production of requirements, analysis, design, and build documentation.

Working with Marks and Spencer to effectively document and manage the software requirements of their business for the development of the Compensation and Benefits module. And undertaking a number of roles including, Lead Technical Analyst, Project Leader, and Defect Team Lead.

Mentoring and managing new project members both onshore and offshore, producing template and guide documentation and providing assistance to other workstream when required.

Assisting the Development Team in terms of actioning change requests, supporting UAT and analysing the root cause of defects.

### Development Consultant & Senior Software Eng.

October 2007 – November 2009

Project Leader responsible for the development of HR system to the requirements of both customer specific and core functionality, for internal use and a major client; Whitbread.

Producing detailed Requirements, Analysis, Design, and Build documentation, creating working prototypes, delivering solution that meet customer expectations and providing support to colleagues, consultants and support staff.

Running training courses and mentoring new colleagues.

## Recommendations

“A highly motivated self-starter, David is quite adept at taking high level business concepts and rapidly distilling them into detailed functional business requirements.”

**Pamela Webb**  
Global Product Leader

“David was a key player on the project, demonstrating in depth knowledge of the business requirement and project history. David has excellent written communication skills, attention to detail and is a strong team player.”

**Campbell Coupar**  
Senior Project Manager

“David has an excellent grasp of the full software development lifecycle although his particular area of expertise definitely lies in the requirements gathering / business analysis area.”

**Grant McIntosh**  
Senior Software Engineer

“David is very customer focused and is great at capturing customer requirements and developing software that often exceeds expectations.”

**Lisa Knox**  
Business Improvement Manager

“David has an excellent focus on delivering solutions to meet customer needs and business requirements, without compromising on the quality of delivery or unnecessary deviation from industry best practice approach. David puts the customer at the centre of the work he does, and continues to impress with his dedication and his work ethic on often complex and demanding projects.”

**Andrew Dresner**  
Commercial Services Manager

“David's commitment to developing solutions that best fit customers needs and exceed their expectations is complemented by his strong technical knowledge.”

**Katie Wilkie**  
Senior Software Engineer

## Previous Employment

### Iomart

October 2006 – September 2007

Iomart is a provider of managed hosting, cloud computing services and domain name registrations.

#### Senior Developer

Development and maintenance of the EasySpace Customer Control Panel, CRM and Purchase Portal as well as the development of new software offerings and liaising with 3rd party resellers and vendors to integrate to their systems

### MyHousePrice.com

May 2006 – October 2006

MyHousePrice offers the public and professional organisations detailed housing market data analysis and automated reports

#### Senior Developer & Data Manager

Management of the Registers of Scotland and Land Registry data and development of both the public and professional web services. Engaging customers regarding future development requirements and producing detailed market reports for professional customers.

### Graham Technology

August 2005 – May 2006

Sword Ciboodle (formerly Graham Technology) is a software house specialising in the development of customer experience software.

#### Software Product Support Engineer

Swiftly resolving customer issues by diagnosing and resolving faults and issues for worldwide customers of the CRM software.

### Central Scotland Police

January 2002 – July 2005

Local law enforcement organisation.

#### Systems Developer

Responsibilities included the integration of IT Systems & assisting the IT Manager to plot the best use of applications.

#### Human Resources Systems Developer

Selected to be part of a joint police forces project to develop a new HR application to serve four of the eight Scottish forces.

#### Web Manager / Software Developer

My main duties included the design, development & maintenance of the inter/intranet sites, along with the development of the computer aided resource management interface.

## Hobbies & Interests

My interests include:

- spending time with my family (fiancée, 3 children & the dog)
- riding motorcycles around the Scottish countryside
- watching football on TV
- charitable fundraising
- watching movies
- reading crime novels
- Household DIY
- semi-relaxing family holidays (can never relax fully with 3 kids!)

## Volunteering

Over the years I have taken part in many charitable organisations, focus groups and forum.

At present I am Treasurer, Web Manager and Volunteer for the Skylark IX restoration project.  
<http://www.skylark-ix.org.uk>

I have previously held the following positions:

- Representative for the Ceridian company charity; PayBack
- Treasurer for the West of Scotland Suzuki Owners Club
- Vice Chair of Scottish Police Web Administrators Forum
- Member of the Police Force newsletter Editorial Group
- Central Scotland Police representative for various User Groups

## Photo



# Qualifications

## Courses

### Business Analysis

Introduction to Business Analysis and Essential Competencies  
Introduction to Business Analysis Planning  
Planning Business Analysis Communication and Monitoring  
Business Analysis Requirements Elicitation  
Business Analysis Requirements Management and Communication  
Business Analysis: Enterprise Analysis  
Business Analysis: Introduction to Requirements Analysis  
Business Analysis: Verify and Validate Requirements  
Business Analysis: Solution Assessment and Validation

### Project Management

Project Management  
Project Management for Non-Project Managers

### Process Improvement

Kaizen Blitz Process Improvement

### Management

Ceridian Managers Course

## Education

### MSc Multimedia Communications

University of Paisley  
2000 – 2002

### BTechS in General Technology with Merit

University of Glasgow  
1996 – 2000

## Additional

## References & Recommendation

### References

Professional references from current and previous employers can be supplied on request.

### Recommendations

Please feel free to review my LinkedIn profile where you will find a number of recommendations from previous Line Managers and colleagues:  
<http://uk.linkedin.com/in/david5hughes>