
ELAINE RICHARDSON



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A wealth of transferable skills, acquired in a diverse range of verticals, including: Life Assurance, Mortgages and Pensions, Credit Card Systems, Commercial & International and Domestic & Retail Banking, Container Shipping, Motor Vehicles Manufacturing, E-tailing and Local Government

MEMBERSHIPS & INTERESTS

The Association of Independent Professionals and the Self Employed (IPSE)

Partner in a small family farm business

PORTFOLIO HIGHLIGHTS

Trade Finance and Commercial Lending (Kinetic) for HSBC Bank.

[HSBC Commercial lending]

Utilities Systems for British Gas, Centrica, Npower, Norweb, Seeboard, United Utilities & PowerGen

Supply-Chain management for Exxon (ESSO UK)

[Business divisions | ExxonMobil]

EDUCATION, PROFESSIONAL QUALIFICATIONS & TRAINING

BSc (Hons) Economics
University of Southampton

Structured Systems Analysis and Design
Method
CCTA

SKILLS & DISCIPLINES

Business Analysis - Requirement Management - Project Analysis - Business Process Modelling - Data Analysis - Workshop Facilitation - Supplier - Product Evaluation - Business Process Design - Change - Legacy Systems Migration - Systems Implementation - Quality Assurance - Problem Solving - Jira - Microsoft Excel - Business Transformation - Agile Methodologies

BUSINESS CONSULTANT at **BOWES CONSULTING LIMITED** - September 2021 to Present Day

Working with the co-founder as Business Development Lead key deliverables being the company relaunched website and Quality Management System, ensure governance is embedded from the on-set. Additional responsibilities include conducting technical and contractual documentation reviews, my role is central to the maintenance of quality across the client portfolio

Other achievements have been the migration of the organization to Google Workspace, moving the business from its legacy service provider to modern infrastructure

I have also been supporting the Enterprise Practice Lead and our Associate Technical Consultant onboard our first Social Enterprise client on to a sustainable hosting service, which will add to our ever expanding range of service offerings

ON-CONTRACT as **CONSULTANT SENIOR BUSINESS CHANGE ANALYST** to **HONG KONG AND SHANGHAI BANK [HSBC]** - February 2017 to February 2020

Joined an existing project team to deliver worldwide implementation of a commercial lending project; designed to standardise the bank's commercial lending offering. This included working with extremely distributed design and delivery teams, and a worldwide user community, all with their own business priorities and local legal requirements. During 2017 the product was significantly enhanced and delivered into over 30 entirely new markets (including China, my 2017 specialisation). Subsequent to this, working with a large team (including Business, Risk, IT etc) on a confidential strategic project, again in commercial lending

Tasks included: Standard Business Analysis responsibilities, including requirements analysis, traceability investigation and problem solving Investigation of project change requests, analysing and documenting impact on project scope and budgets Identifying how change requested from one geographical area might be leveraged into benefits for other countries, creating design efficiencies

ON-CONTRACT as **CONSULTANT NICHE LEAD BUSINESS ANALYST** to **LLOYDS BANKING GROUP** - February 2016 to February 2017

Working with a newly setup business and data analysis team, to investigate, obtain, validate and populate data into a new data aggregation landscape. Liaison with the business users to define and develop application requirements, and to understand the business complexities inherent in their data

ON-CONTRACT as **CONSULTANT LEAD BUSINESS CHANGE CONSULTANT** to **SHAWBROOK BANK**- July to December 2015

Worked with the project manager and senior business representatives on requirements analysis, vendor identification and vendor selection for a number of key credit risk projects. The task concluded with Shawbrook selecting the most appropriate proposals and agreeing contracts

Tasks included: Requirements analysis of the various business areas of the bank Investigation of 3rd Party product and service providers Preparation of several Requests for Proposal, and supplier liaison via personal contact and workshops Review of Proposals, detailed evaluation and comparisons, and recommendations to SteerCo

ON-CONTRACT as CONSULTANT SENIOR BUSINESS CHANGE ANALYST to HSBC - January 2014 to June 2015

Joined a newly created team to facilitate change on a development project; designed to commercialize the bank's strategic supply chain finance offering. This included dealing with fragmented on and offshore design and delivery teams, and a worldwide user community, all with their own business priorities and local legal requirements. During my time at the bank the product was significantly enhanced, and delivered into three entirely new markets (including China), and others were under investigation

Tasks included: Standard Business Analysis responsibilities, including requirements analysis, traceability investigation and problem solving, Investigation of project change requests, analysing and documenting impact on project scope and budgets. Visiting various project and business teams overseas, including a trip to China to support the delivery team, and two weeks in Mexico evaluating their systems, data and processes for prospective system implementation

ON-CONTRACT as CONSULTANT BUSINESS & INTEGRATION ANALYST (SAPAID) to JAGUAR LAND ROVER LTD - November 2011 to December 2013

Worked at Jaguar Land Rover on the analysis and requirements definition of data interfaces between SAP and Jaguar Land Rover's many and varied legacy systems. Two phases were implemented successfully.

Tasks included Investigating, confirming and documenting business and data requirements of each business process Investigation of project change requests and analysing and documenting impact on project scope and budgets

ON-CONTRACT as CONSULTANT BUSINESS ANALYST to ADMIN RE UK - October 2010 to December 2011

Worked with a project and small team on the early stages of a major project to upgrade the company's key business systems supporting Life and Pensions Administration

Tasks included Investigating and confirming business and technical requirements for each product upgrade Investigation of 3rd Party product and service providers Preparation of several Requests for Proposal, and supplier liaison via personal contact and workshops Review of Proposals, detailed evaluation and comparisons, and recommendations to board Project initiation with selected suppliers and detailed requirements confirmation Project liaison between Client and selected Suppliers to achieve project deliverables to scope, quality and budget

ON-CONTRACT as CONSULTANT BUSINESS ANALYST to TATA TECHNOLOGIES LTD - August 2008 to June 2010

Working at Jaguar Land Rover to enable the business separation of a set of 85 of Jaguar Land Rover's 1500 legacy IT systems out of those of Ford Motor Company in the US, and migration of those applications and associated data to a new UK data centre. Timescales were aggressive, so there was significant pressure to review and implement corrections to documentation for the achievement of the gateway reviews

As this was a full life cycle project, tasks included: Investigating, confirming and fully documenting business and technical requirements for the transition The analysis and confirmation of detailed design documentation produced by the offshore teams The analysis

and migration of system and JLR customer data from the source to target applications
Managing the quality control of work coming through from the 3rd party developers Liaising with business users and keeping them up to date with progress Working with the technical providers setting up the new technology centre Managing offshore and business quality testing Implementing the new systems and managing post implementation issues This task was completed to schedule in June 2010, and implemented with no negative impact to the business

ON-CONTRACT as CONSULTANT BUSINESS ANALYST to CENTRICA - July to November 2007

Working to transfer business customers debt information data from British Gas Business's legacy implementation of Customer/1 to CODA and Service Desk. Tasks include identifying the data models and cross matching data, process mapping and workflow control, documentation of the necessary elements of the old system, organizing the transfer of account data and confirming the target environment meets the business users requirements. Also management of the debt migration process itself, with full audit trail and exception control

Technical environment: Windows NT 4 'Customer/1 (UK)', CODA, Merant / Microfocus COBOL Workbench 4.2 Oracle, SQL, UNIX HP/UX

ON-CONTRACT as Technical Analyst Programmer & Designer to Npower (RWE Systems UK) - March 2006 to June 2007

Working with a large team of developers to facilitate the transfer of customers and customer data from Midlands Electric's Legacy billing system to Npower's own in-house Integrated Billing product. Tasks included tailoring the product to incorporate new functionality, fault-finding, analysis, design, coding and testing of the Batch environment

Technical environment: Merant / MF COBOL version 4.0, Ingress Database, E-SQL, AIX UNIX, Telnet, Merant PCMS Version control, Windows NT 4

ON-CONTRACT as CONSULTANT BUSINESS ANALYST to eBuyer UK - January to May 2006

Working in conjunction with various business and technical systems users to determine the requirements for a Legacy Financials system replacement. The initial task was to fully analyse and document the existing legacy finance system in order to create a full and complete set of requirements for a new system. On completion of this, I identified and approached potential suppliers, prepared an ITT and evaluated the tender offers. Technically this included analysis of use of Oracle and MySQL database systems, and their likely interface with other systems areas, for implementation impact analysis. The task concluded with Ebuyer selecting the most successful tender, and the new system is now in place

ON-CONTRACT as CUSTOMER/1 BUSINESS ANALYST & DESIGNER TO VERTEX DATA SCIENCE - May 2002 to April 2005

August 2003 to April 2005: Worked with a small team of developers to analyse and transfer technical Industry data from Accenture's Customer/1 Open billing product to United Utilities Distribution systems, which concluded with a successful project audit by EnergyWatch. Followed by a task with a much larger team to migrate all Customers to PowerGen's ICE Customer Billing System

April 2003 to July 2003: Worked with a large team of programmer analysts to handle the transfer of customer data from United Utilities (TXU) to PowerGen within Accenture's Customer/1 Open billing product. Tasks included tailoring the product to Powergen's requirements, fault-finding, analysis, design, coding and testing of both the Online and Batch

environments

May 2002 to November 2002: Worked with a large project team in the later stages of a major conversion of United Utilities (TXU) Electricity/Gas Systems from a legacy environment to Accenture's Customer/1 Open product. Tasks included tailoring the product to United Utilities specific requirements, system testing design and support, fault-finding, analysis, design, coding, testing and batch support for both the Online and Batch environments

Technical environment: Windows NT 4 'Customer/1 (UK)', Merant / Microfocus COBOL Workbench v4.2, Oracle v8.1; SQL*Plus , UNIX HPUX, PVCS Version Control

ON-CONTRACT as BUSINESS ANALYST & PROGRAMMER to Accenture Ltd - April to October 2001

Placed within a computing department on an Accenture client (SEEBOARD) site in Worthing. Working in a medium sized project team to develop and amend the existing Customer/1 (UK) package to comply with the regulatory requirement for business separation of the Power and Supply elements of the Utilities (Electricity/Gas) Industry

Technical environment: Windows NT 3.5, PC DOS 6.2, Merant / Microfocus COBOL Workbench 4.1, Oracle Vn 7.1, SQL*Plus , UNIX HPUX, Accenture's Design 1 and Customer/1 (UK), PVCS Version control

ON-CONTRACT as CONSULTANT BUSINESS ANALYST, DESIGNER & ANALYST PROGRAMMER to BLUEGATE DEVELOPMENT LTD (Formerly TOPAS Software) - November 2000 to February 2001

Working as technical lead on a small project team to deliver system amendments to their client's downstream supply chain software. The purpose of the project was to allow for the integration of SAP into the EXXON MOBIL (ESSO UK) customers working environment, and to monitor and report on all data transmissions between SAP and the BlueGate product. The project was implemented successfully on the client's site in Helsinki

Technical environment: Intel Pentium workstations on Windows NT4, Merant / Microfocus COBOL Workbench 3.1, Btrieve

ON-CONTRACT as Analyst Programmer to NATIONAL AUSTRALIA BANKING GROUP IT DIVISION - January to May 2000

Assigned to work with a small project team on two phases of the Bank's European Mortgage quotations system. The first was to comply with the 1999 EEC directive relating to APR quotation regulations, and to correct errors in the workings of the Fixed rate Mortgage quotations. The second was a complete redesign of the Mortgage Quotations system to allow for multiple Mortgage Products (Fixed Rate, Capped Rate, Discounted, Flexible etc.) to be offered together

Technical environment: Intel Pentium workstations on Windows NT4 , Merant / Microfocus COBOL Workbench 3.2, Merant / Microfocus Dialog 2.3 (Character based), PVCS Version Control, PC DOS

ON-CONTRACT as ANALYST PROGRAMMER to LONDON BOROUGH OF NEWHAM - August to October 1999

Working within a small project team to customize the commercial General Ledger Accounts package "Masterpiece / Net" (developed by Computer Associates USA) to the requirements of the council. The system is based upon Windows NT Server architecture, with an Intranet based

user interface and INGRES as the background database. The software is written in Microfocus Object Cobol Workbench, version 4.0

Technical environment: Intel Pentium III PC's on Windows NT4 Server , Merant / Microfocus OO COBOL / Workbench 4.0 Ingress SQL, Microsoft Professional Office 97

ON-CONTRACT as SENIOR BUSINESS ANALYST/TEAM LEAD to P & O NEDLLOYD LTD - July 1996 to April 1999

Working with a small team to develop and support a customized version of the PC Microfocus Cobol based commercial shipping package MASTERPLAN. Also responsible for recruiting and training new staff to support the system. Following the merger with Nedlloyd in January 1998, a project was begun to allow new, larger capacity vessels to be used, to facilitate Y2K compliance, and to also increase system functionality, as the user base had more than doubled.

Technical environment: Intel Pentium PCs on a NOVEL network, Win 3.1/Win '95/Win '98/Win NT API calls. Microfocus COBOL Workbench 3.2 & 3.4, 20*20 Software PC Install / InstallShield, UN EDIFACT BAPLIE 1.5 & 2.07, UN EDIFACT MOVINS 2.0, & DANCARG

ON-CONTRACT as ANALYST PROGRAMMER to ANDERSEN CONSULTING LTD (NOW ACCENTURE) - November 1995 to July 1996

Working within a large project team to develop the second tranche of a major project - to deliver a business management package for the Electricity and Gas supply industry. The system, and development environment, was based upon a distributed client server architecture, with TCP/IP protocol and Tuxedo on HP 9000 series UNIX boxes as the server environment. I was involved in the design and development of the Batch Cobol and Server Database access modules, and testing both the modules and the user interfaces. The system was based on the Andersen "Customer One" model

ON-CONTRACT as ANALYST PROGRAMMER to P&O CONTAINERS LTD - May to October 1995

Analysed the impact of upgrading two systems from Microfocus COBOL v2.5 to Microfocus Toolkit version 3.2. The systems involved were customised version of commercial packages MASTERPLAN and CPLANWIN. Also responsible for maintenance and production system support, and for training a new graduate recruit to support the upgraded system

Technical environment: Microfocus COBOL Workbench v2.5 & v3.2, Microsoft C++ v1.5, PVCS Version control, UN EDIFACT BAPLIE v1.4 & v1

EARLY CAREER SUMMARY

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| P&O Containers Ltd: | February to April 1994 |
| Prudential Life and Pensions Ltd: | December 1993 to January 1994 |
| Yorkshire Bank Ltd (National Australia Group): | June to December 1993 |
| Prudential Assurance Company Ltd: | September 1986 to April 1993 |
| Joint Credit Card Company (Access): | February 1985 to September 1986 |