



Richard Yarnold

Agile Business Analyst

Profile

A highly skilled and experienced Business Analyst with over 15 years experience of delivering change and leading the analysis on digital change and technical data projects. I have worked successfully in both Agile and Waterfall environments, as well as leading process improvement projects as a Lean Six Sigma Black Belt. .

Key Skills

Agile - Scrum, Kanban, JIT, Features/Epics/Story creation, Three Amigos, Jira, Confluence.

Stakeholder Management - Strong communicator at all levels

Flexible, fast learner - delivered the analysis on a range of projects including digital change, process and organisation change & technical data projects.

Contact Details



07737 091626



www.linkedin.com/in/ry9



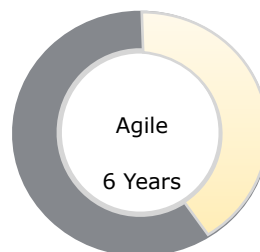
richardyarnold@hotmail.com

www.aiyconsulting.com



York, United Kingdom

Experience



Senior Business Analyst (Contract) Minster Law | March 2019 - Present Day

- Leading business process analysis activity to identify system and process changes to meet the ambition of improving efficiency.
- Managing a programme of system and process changes to facilitate moving users from one case management system to another. This has required me to undertake gap analysis to elicit requirements as user stories to compare the old system to the new one and agreeing the applicable changes required. Then managing the progress via scrum and Kanban
- Currently influencing stakeholders up to Executive level to gain buy in to the changes identified.

Agile Business Analyst (Contract) Aviva | March 2017 - March 2019

- Launched new Life Insurance journeys for a retail bank partnered with Aviva following a migration on to a new platform. Worked as part of a scrum team using Kanban to develop features, epics and user stories that led to the successful implementation.
- Successfully analysed the impacts of GDPR on Aviva's Life Insurance products and journeys, using Agile methodology to create epics and user stories.
- Led the analysis to understand data present in systems and how it should be treated under GDPR legislation. This involved completing analysis of data extracts and data flows.

Business Analyst (Contract) UK General Insurance | December 2016 - March 2017

- Managed all Business Analysis activity relating to the organisation moving to a new Target Operating Model.
- Implemented a review of the key as-is processes, presenting findings and recommendations to the Board and building strong working relationships with the Interim CRO and CFO to design and implement the new risk and finance frameworks.

Agile Business Analyst (Contract) Aviva | April 2016 - December 2016

- Led the analysis required to implement new online Life Insurance journeys for Aviva's retail bank partner. Analysis was managed using Kanban and Just in Time analysis from the Agile toolset. Working with developers and testers in a 'three amigos' framework, the output was captured as epics and user stores using Jira and confluence.
- Successful stakeholder management from three different parties - Aviva, the retail bank and the outsourced software provider. Any conflict were overcome to reach a compromise on requirements.

Other Notable Experience

Process Consultant HSBC | September 2014 - March 2016

Delivered a projected £500k p.a. cost savings and £14m increase in revenue for the HSBC and First Direct mortgage business through using Lean Six Sigma to identify process improvement opportunities.

Led the analysis of the unsecured lending processes in the HSBC call centres and branch network using Lean tools such as waste walks and voice of the customer. Proposed cost savings totalled £350k p.a. Coached team members in Lean which helped to embed a culture of process improvement.

Senior Agile Business Analyst Aviva | August 2011 - August 2014

Completed the analysis on various projects including the deployment of a new Life Insurance product platform and a case management system for financial advisers.

Successfully implemented the business readiness activity ensuring all operational teams were ready to support Aviva's new online direct to consumer offering from a knowledge and resource.

Delivered a target operating model review of the impacts of the Retail Distribution Review (RDR) legislation. This review highlighted the changes required to Aviva operations to ensure they were compliant with the new legislation.

Product Governance Programme Manager Aviva | June 2009 - August 2011

Reimbursed c.£1.2m to 3000+ customers following the identification of a number of issues with the way Aviva had administered their products. Led a team of 9 Project Managers across 3 sites tasked with investigating Product Governance issues to identify customers who had suffered detriment and to replay them what they were owed.

Various Change Management Roles Aviva | November 2003 - June 2009

Joined Aviva as a member of their Operations Graduate scheme and undertook a number of roles, all within Change Management. The highlights included managing a team of UAT testers, completing Lean and Six Sigma training and managing process improvement activity which included implementing a new operating model for the Claims team.

Qualifications

BA(hons) Politics, Philosophy & Economics
(2:1) - Lancaster University

International Diploma in Business Analysis

Lean Six Sigma Black Belt

Completed Agile practitioner courses at Aviva

Prince 2 Practitioner

Diploma in Business Management

Personal Interests

Having three young children means spare time is spent indulging in their interests. If I am not chasing them around I am taking them to football training, ballet or other classes they are involved in.

When I do have a few minutes spare, I like to keep fit by going to the gym and playing football. Alternatively I can be found trying to relax with a craft beer.

I also have a keen interest in the stock market and manage my own pension so spend quite a bit of time analysing companies or reading up on investing strategies.

I am an avid fan of Aston Villa and try to get to as many games as possible. My eldest son is now old enough to go to games and he is the latest in a long family line who will be forced to endure a lifetime of disappointment. Something I'm not sure if I'm proud of.