

Name: **ANIL VAGHELA**  
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 Availability: Immediate  
 Ideal Job Titles: Business Reporting Analyst / Management Information Analyst and Consultant

## PROFILE

With 8 years' in diverse roles working with well-known global corporations, a versatile and highly competent Business Reporting/Management Information Analyst and Consultant with broad industry expertise and solid reputation for delivering the highest standards of client service and satisfaction.

Trusted and relied on by senior management for insight into business process and information flows, astute analysis assessments and reporting, identifying trends and delivering innovative business solutions with meticulous focus under tight deadlines.

A strong team member and trainer with expertise in full project delivery utilising Prince 2 methodology, combining strong relationship building ability with a highly cross-functional awareness, a track record of maximising productivity and delivering consistently high standards, adding value and profit at strategic level.

Now seeking the next challenging opportunity to demonstrate substantial ability and make an effective contribution working with a dynamic organisation.

## KEY SKILLS AND EXPERTISE

- Full Project Lifecycle.
- Building Key Internal and External Relationships.
- Working Directly with End Users and Clients.
- Documenting Business Processes and Information Flows.
- Needs/Data/Business Analysis Assessments.
- Accurately Sourcing Information.
- Elicitation Techniques.
- Improving Reports and Systems.
- Running Stakeholder Workshops.
- Strong Team Player in Project Environment.
- Producing Functional Specification Documents.
- Business Users and Senior Management Liaison.
- Creating Strategic Solutions.
- Capturing and Documenting Business Requirements.
- Report Writing.

## TECHNICAL SKILLS

Excel (macros) – Programmer	Power Point (macros) – Programmer
Java	SQL (macros) – Programmer
HTML – Programmer	Visual Basic (macros) – Programmer
Access (macros) – Programmer	Word (macros) – Programmer
Lotus 123 (macros)	Crystal Reports
Windows 2003 Server – Administrator	Business Objects

## CAREER EXPERIENCE

Mar 2011 – Jul 2011

**Business Analyst**

BSKYB, London

### Key Achievements:

Utilised PSP (Product and Sales Programme) as a single sales platform which is quicker and easier to use compared to the old legacy system. Built a relationship with the business analysts/design owners of the project to define key stakeholders within the business. Developed a high level plan of the new reporting requirements.

### Features:

- 1-to-1 with executive level management to define their reporting requirements.
- Setup workshops with stakeholders and gathered business requirements on reporting.
- Documented requirements for dependencies, risks, issues and reporting deliverables.
- Designed mock-ups of new reports to be setup in Microsoft PowerPoint / SharePoint Services.
- Worked towards tight deadlines within the business user test pilot for Phase 1.
- Reviewed all existing sales reports and documented the dimensions, measures and benefits of each report.

Nov 2010 – Feb 2011

MI Analyst – Group Operations Team

Lloyds Banking Group, London

#### Key Achievements:

Managed transition of an external reporting application and rolled out new reporting requirements based on business requirements. The reporting tool was now with MI and Data Analysts and has continually grown with new reports for high level directs.

#### Features:

- Using MS Access to input data and create queries which fed the data into Excel. Also used VBA to code reports in Excel.
- Worked with PMO function to support daily defect call to handle severity applications needing support ensuring delivery on time. Included an updated spreadsheet of outstanding defects to high level management and Head of Function managers.
- Managed and implemented an operational management pack for senior management including collating information from several functional areas in the business to produce a presentation of reports which showed financial, staff and business integration.

Dec 2006 – Nov 2010

MI Reporting Analyst

BBC, London

#### Key Achievements:

Worked for the web analytics team involved in working on ad-hoc reporting requirements for different divisional BBC departments.

#### Features:

- Maintained a professional service to all internal clients and performed their reporting requirements.
- Collated information on various projects and reporting required.
- Compiled information on all projects and gave all training to staff members.
- Liaised with senior staff, discussed work for departments involving presentations showing time/cost effectiveness for each project.
- Used MS Project on assignments which helped on the process, cost and budgeting for each project.
- Constructed project planning and determined applications which were used.
- Used database servers including MS Access, MySQL or MS Sql Server able to manipulate data to output reporting requirements.
- Generated front end reporting which was based on web analytics and viewed by stakeholders.
- Worked on internal projects and improved the way the team worked with legacy systems.
- Developed a new application which makes work much easier and saves time.

Mar 2008 – Jan 2009

MI Analyst

Marketing Communications & Audience

#### Key Achievements:

Maintained the databases and reporting for the iPlayer service.

#### Features:

- Used MySQL, PERL and Crystal Reporting packages to build and develop reporting services.
- Interrogated raw data into databases using code language to run an ETL process generating daily, weekly and monthly reports.
- Liaised with clients who required ad-hoc reports which would create and run for specific partners in the organisation.
- Tested podcast files with different hardware components.
- Stripped log file information and inserted into MS Access creating reports showing what had been established on different podcast data on different hardware.
- Used Sage Analyst to analyse web traffic statistics on the BBC Website domain.
- Tested tagged web pages and ensuring the tags were collating statistics from the main BBC web pages.
- Worked with challenging projects and delivered within the deadlines given.
- Sought new projects by meeting with departments to seek new reporting ideas using current projects.

Dec 2006 – Mar 2008

MI Analyst

BBC iPlayer

#### Key Achievements:

Developed a set of performance measures across iPlayer, defined an approach to monitoring and reporting for departments to retrieve data.

#### Features:

- Built an integrated support operation involving a central team and suppliers which allowed building relationships with key workers.
- Worked with 3 business partners on requests which involved analysing all documented requirements.
- Business analyst in the reporting sector, keeping close contact with partners and attending meetings for completion of projects.
- Adapted to changes including new features and functionality without impaired operational performance.
- Defined and agreed SLA's which define the needs of the iPlayer and so it's improvement and growth
- Developed and refined an operational model allowing the BBC to offer successful on demand services in a cost effective way.
- Used raw data supplied from different areas to interrogate information to useful reports showing health of the iPlayer service.
- Sent reports to Editorial managers, Head of New Media and 3<sup>rd</sup> party marketing companies
- Attended project meetings on a daily basis and to understand new releases and updates to the services.
- Delivered updates to the operational team with service issues and highlight errors to resolve with priority.

Mar 2006 – Dec 2006

**Information Systems Manager**

Raisley People Ltd, London

**Features:**

- Worked within a small team and managed data capturers to ensure that data was processed according to contractual agreements with key clients.
- Managed data reported to meet client requirements and supported daily resources to plan key client activities, by importing and analysing data feeds from external clients.
- Managed databases including MS Access, SQL Server and produced daily management reports for internal and external customers as well as producing bespoke management reports to meet internal business needs.
- Primary contact for all internal and external IT related queries, client database changes and updates.
- Improved the ITIL common processes and roles and activities. Which consisted of improving the quality of services with external clients, designed centralised processes, and budgeted on costs for service quality.
- Managed the IT networks and systems.
- Produced PowerPoint Presentations on all major reports, designed professionally and distributed to high level management meetings.

Nov 2005 – Mar 2006

**MI Analyst**

Carphone Warehouse, London

**Features:**

- Worked in a team sharing ideas on projects.
- Enhanced time management under tight deadlines as well as delegating tasks appropriately.
- Improved listening and negotiation, creating new ideas and concepts as well as improving the services and information needed by customers.
- Attended meeting with call centre managers.
- Analysed data for reports by using database applications to construct Advanced SQL queries which create results for specific reports which were built in MS Access or Excel spreadsheets.
- Generated PowerPoint presentations on quarterly reports used in meetings by designing and implementing different styles of slides for presentations.

May 2003 – Nov 2005

**Resources Analyst**

British Gas, Leicester

**Features:**

- Maintained customer adherence system to provide information on agent details.
- Used a wide variety of Microsoft applications to plan and build a week using spreadsheets.
- Created proformas for new and existing agents and created databases to view attendance reports.
- Used eWFM (e-Work Force Management) introduced nationwide to all sites in British Gas services and expanding to all sites in Centrica.
- Selected for training to learn the new application then and became administrator for Leicester.
- Used eWFM to construct the whole call centre hierarchy including personnel, HR and payroll information and also used to track staff who were absent or on holiday. Used to forecast calls and predict short falls avoiding overtime use of call centre advisors.
- Worked with HR team gaining a better relationship within the department with the help of the new system.
- Used ACD systems and reporting tools for the telephony systems.

Aug 2003 – Nov 2005

**IS 1<sup>st</sup> Line Support**

**Features:**

- Worked with 1<sup>st</sup> line support team (IS department) solving hardware and software problems in the call centre.
- Liaised with 2<sup>nd</sup> line support.
- Completed all queries within 24hrs or less.
- Liaised with 5 area service centres nationwide responding to deputy managers on in-house software problems.
- Created new network accounts built for specific members for different privileges.
- Used Citrix Meta frame XP to give users the correct applications to use and repair common problems.

## **EDUCATION and QUALIFICATIONS**

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2009	<b>Prince 2 Foundation and Practitioner</b>	
2001	<b>GCSE Mathematics</b>	Gateway College, Leicester
	<b>AVCE Advanced I.C.T</b>	
1998	<b>GNVQ Intermediate Information Technology</b>	Leicester Southfields College
1998	<b>7 GCSEs</b>	Judgemeadow Community College, Leicester

## **INTERESTS**

Building websites, building databases and gym

REFERENCES AVAILABLE ON REQUEST