Rory Wilson BEng

Telephone: +852 9701 4069 | **Email:** rory.wilson@outlook.com | **Location:** Sheung Wan, Hong Kong

Personal Statement

Senior IT Consultant specialising in large business transformation programmes. With 21 years' experience from Capgemini, PA Consulting and his other contracting projects, Rory is an accomplished consultant with strong analytical and organisational skills. He is an enthusiastic and committed individual who enjoys problem solving and responds well to new challenges. Working with senior stakeholders up to CxO level, Rory has a track record of delivering complex and challenging projects for large organisations. From defining strategies and producing business cases, through to requirements capture, process modelling and project implementation, Rory's experience brings value to each stage of the project lifecycle.

Key Skills

- Stakeholder Management
- Workshop Facilitation
- BPMN Process Modelling
- Requirements Gathering
- Business Cases
- Benefits Management
- Change Management
- Strategy Formation
- Logistics / FMCG / Telecoms
- Higher Education / Government
- Mobile Apps / JavaScript
- Agile / Waterfall / Hybrid

Employment History

- **Logicus UK Ltd. –** Senior Consultant (August 2012 – March 2026)
- **PA Consulting Group Ltd. –** Consultant, IT Advisory (June 2011 – August 2012)
- **Capgemini UK PLC –** Analyst Consultant, Technology Services (September 2004 – May 2011)
- **Taylor Woodrow PLC –** Analyst, IT Operations (September 2003 – August 2004)

Project Experience

Senior Business Analyst – Mobile App Startup (March 2025 – March 2026)
- Digital Business Analyst for a new startup company developing a mobile app for a mass UK audience
- Documented the Customer Journeys for signing up, interacting with the application and claiming prizes
- Captured all app features as a prioritised backlog of Epics and User Stories in Jira and scoped the MVP
- Evaluated leading cloud providers to determine the most cost-effective Backend as a Service (BaaS) for the app, without sacrificing performance
- Assessed mobile advertising mediation platforms and recommended the solution to best protect revenue
- Worked with developers to ensure back-end and front-end functionality satisfied business requirements
- Designed all elements of the app's UX to maximise customer satisfaction and continued engagement

Senior Business Analyst – University of East London (UEL) (December 2022 – February 2025)
- Senior Business Analyst assigned to UEL's £40m 'Digital First' transformation programme
- Created a set of benefits dependency network diagrams for each project within the programme
- Identified stakeholder groups and facilitated workshops to map As-Is processes for student onboarding
- Captured a prioritised product backlog of User Stories / Epics in Jira for a new student mobile application
- Mapped the To-Be processes for a solution to offer subsidised AWS cloud computing services to students
- Worked with AWS Envision to design a new Generative AI 'learning assistant' tool for the HE sector
- Produced a business case to secure £2.0m investment in new AV equipment for teaching spaces.

Senior Business Analyst – Poundland Group (February 2022 – May 2022)
- Senior Business Analyst working on a supply chain transformation programme for Poundland Group
- Ran workshops with senior business stakeholders to map the As-Is supply chain processes, capturing pain points and opportunities for improvement
- Scope covered PEP&CO clothing, Chilled & Frozen foods and Dealz; the European arm of the business
- Worked with Blue Yonder, the technology supplier of auto-replenishment solutions, to design how the To-Be supply chain processes could be improved and made more automated / efficient with Oracle ERP.

Business Analysis Lead – Laing O'Rourke (June 2021 – December 2021)
- Tasked with setting up a Business Analysis capability for Laing O'Rourke within its Project Delivery area
- Created an operating model to describe how Business Analysis will deliver value to the wider company
- Produced a framework of standardised Business Analysis processes and activities
- Built a knowledge area containing Business Analysis standards and templates
- Captured Business Analyst competencies, created job descriptions and interviewed candidates
- Also worked as the Senior BA on Laing O'Rourke's Legal Digital Transformation programme.

Senior Business Analyst – Royal Mail (September 2020 – March 2021)
- Senior Business Analyst responsible for scoping a new technology solution that is expected to reduce revenue leakage on international traffic by £millions
- Documented business and technical requirements from senior stakeholders and dependent projects
- Worked with the Lead Solution Architect to help design the solution, making sure it would fulfil the project objectives and achieve the business benefits
- Produced business case to secure £0.5m funding for implementing the project and delivering the solution.

Senior Business Analyst – Virgin Media (February 2019 – January 2020)
- Senior Business Analyst working on a digital transformation programme to improve the customer experience of self-managing and resolving TV, broadband and mobile faults online
- Produced the business case for phases 1 and 2 of the programme, securing £2.1m funding to deliver £5.8m annual benefit from enhancements to the faults diagnostic platform
- Agile programme, fully supported by the consultancy Bain & Co. who introduced agile into Virgin Media
- Worked with senior business stakeholders to capture Customer Journeys, Epics and User Stories in Jira
- Modelled the future fault-handling processes for an automated, customer-facing, online workflow solution.

Business Analyst – Collinson Group (August 2018 – November 2018)
- Business Analyst for a Corporate Strategy project to transform the business to being more insights-driven; enabling more intelligent client engagement and development of products better-aligned to consumers
- Key project deliverable was to build a central repository of end-consumer and industry insights
- Conducted large requirements-gathering workshops with senior business stakeholders to capture data and information needs for the repository, and usability requirements for an information-sharing IT solution.

Senior Business Analyst – Royal Mail & Parcelforce Worldwide (June 2015 – March 2018)
- Senior Business Analyst for the digital transformation 'Electronic Customs Development Programme'
- Conducted requirements-gathering interviews and workshops with senior business stakeholders and project sponsors and documented the outputs in a business requirements catalogue
- Produced detailed As-Is and To-Be process maps and the high-level solution design specification
- Tasked with overseeing the implementation of the solution deployment by technology suppliers
- Delivered a new, digitised customs-clearance process and £8.5m additional yearly revenue from imports
- Produced the business case for phase 2 of the programme, successfully obtained £3m funding approval.

Senior Business Analyst – Royal Mail (September 2013 – January 2015)
- Senior Business Analyst on the £360m Parcels Transformation Programme, Parcels System project
- Facilitated workshops and conducted interviews with senior management from across the organisation
- Mapped product-specific As-Is processes and modelled To-Be processes for the future operation
- Gathered and validated business and system requirements to reflect the future business capabilities
- Created requirements documents, process flow diagrams, use cases, user stories and other deliverables
- All artefacts produced were reviewed and quality assured by a current BCS ISEB examiner.

Senior Business Analyst – Home Office (August 2012 – July 2013)
- Senior Business Analyst for a greenfield, digital transformation project to provide inspectors with a bespoke, secure, web-based platform for reviewing licence applications and issuing licences
- Interviewed senior Home Office stakeholders to capture business drivers and high-level use cases
- Conducted workshops with subject-matter experts to elicit detailed functional requirements
- Mapped the As-Is business processes and designed the IT-enabled To-Be processes for the organisation
- Produced detailed functional specifications including wireframes for the development of the new system.

Project Manager – University College London (UCL) (July 2011 – March 2012)
- Project Manager for Phase 3 of the Smart IT programme, an organisational redesign of UCL's IT Division
- Worked directly with the Smart IT Programme Manager and UCL's IT Director
- Managed the development of a new organisation structure and job descriptions for over 250 staff
- Produced the formal change proposal documentation and transition plans.

Business Analyst – Metropolitan Police (February 2011 – May 2011)
- Business Analyst on a project to upgrade the Metropolitan Police's Electronic Documents and Records Management (EDRM) system to the latest version of Documentum
- Worked alongside the Senior Solution Architect to establish the technical requirements of the upgrade and define the process of building and upgrading the necessary environments
- Managed some of the activities carried out by developers, server admins, database admins and testers.

Business Analyst – British Transport Police (BTP) (April 2010 – September 2010)
- Business Analyst for a project that delivered an eDiscovery capability to the BTP using Oracle Endeca
- Facilitated workshops with intelligence officers from the BTP to map processes and gather requirements
- Led the project team, successfully delivering a solution joining multiple sources of crime and intelligence records into a single, federated search platform with an interactive Business Intelligence interface
- Presented the new system to senior BTP inspectors, highlighting business benefits of the new application.

Business Analyst – Ofcom (January 2010 – March 2010)
- Business Analyst tasked with producing an Information Management (IM) Strategy for Ofcom's IT Director
- Assessed the Data Protection Act and Freedom of Information requirements of the organisation
- Interviewed senior stakeholders to understand business drivers and gather other IM requirements
- Evaluated several EDRM solutions from leading vendors and recommended an overall approach
- Produced IM Strategy deliverable document and presentation to the IT Director and key stakeholders.

Project Manager – Hertfordshire County Council (April 2009 – November 2009)
- Project Manager for the delivery of a new Open Text EDRM solution
- Led the project team and held daily management meetings with the client and 3rd parties
- Managed the project plan, risks, issues, actions, status reports and forecasts vs. actuals on behalf of the Senior Project Manager.

Business Analyst – Commission for Social Care Inspection (July 2006 – February 2008)
- Business Analyst for the Inspections workstream of the ICAP project
- Conducted requirements gathering workshops with subject matter experts and produced Use Cases
- Modelled the new business processes in the IBM FileNet EDRM system
- Led a team of developers and contractors to oversee iterative development of technical functionality
- Presented new functionality back to the subject matter experts and gathered feedback.

Education

University of Birmingham (September 1999 – May 2003)
- BEng Computer Systems Engineering - 2.1 (Hons)
- Year in Industry - working at TRW Aeronautical Systems
- NEBS Business Management certification

Warwick School (Sept. 1992 – June 1999)
- 4 A-Levels
- 10 GCSEs

Professional Training

- Adobe LiveCycle ES2 Application Development - 2011
- Oracle Endeca Information Access Platform - 2010
- Dell EMC SourceOne eDiscovery - 2010
- IBM FileNet P8 Platform and eForms - 2006

Other Details

- **Languages:** English (native)
- **HK Visa:** Top Talent Pass Scheme
- View my profile: linkedin.com/in/wilsonrory/