**Karl Blamey**

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| **PERSONAL PROFILE:** |

An IT professional with over 20 years’ experience in the financial services industry, who employs a logical, considered, and collaborative approach to deliver technical and business change. Experienced in business analysis, project delivery, application management, testing, development, and support. Possessing a strong technical background, proficient in the translation of business requirements into technical solutions. Adaptable and innovative, with an analytical mindset and the ability to quickly overcome challenges. Focused on collaboration, easily generates rapport with colleagues and customers alike; self-reliant, and articulate, capable of communicating clearly to stakeholders at all levels.

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| **KEY ACHIVEMENTS:** |

* Delivery of end-to-end Mac end user computing service into Modern Workplace ownership
* Leveraged Agile methods to iteratively deliver enabling functionality, enhancing Credit Card acquisition propositions.
* Delivery of the first Credit Card Cashback products into market for a decade – a key Lab objective.
* Managed and delivered Service Introduction for the Cashback Credit Card Programme.
* Protected the MBNA customer-facing production environment, delivering record beating stability, year on year.
* Successfully onboarded 60+ applications and systems into CIO ownership, eliminating risk and aligning to strategy.
* Technical delivery of workforce management solution across multiple call centres (NICE Workforce Management).
* Delivery of NICE Engage call recording & analytics platform across multiple lines of business.

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| **KEY SKILLS, EXPERIENCE & CAPABILITIES:** |

* Deep domain knowledge of Consumer Lending and Credit Cards.
* Delivery of complex business and technical change.
* Experienced advocate and facilitator of Agile ways of working.
* Effective manager of technology solutions, applications, risk, and governance.
* Confident communicator amongst peers and senior managers.
* Service focused with extensive experience working within the ITIL framework.
* Proven capability building relationships with third parties and suppliers to deliver value.

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| **PROFESSIONAL EXPERIENCE:** |

**Agile Business Analyst, Lloyds Banking Group – Modern Workplace 2022 – present**

* Collaborated with Lab Product Owners and Engineers within Modern Workplace to deliver technology solutions, empowering colleagues to work efficiently and effectively, regardless of their location or device.
* Understanding current ‘as is’ processes and using business process mapping skills to identify and realise how colleague technology journeys can be optimised.
* Analysis, elicitation and production of user stories and requirements catalogues to support product delivery by Modern Workplace Labs.
* Transforming business requirements into User Stories with robust acceptance criteria and value statements.
* Facilitation and support of quarterly Product Increment (PI Planning) sessions to identify and prioritise delivery of value.
* Investing in future talent by supporting, developing, and mentoring an apprentice BA.
* Fully proficient with collaboration and workflow tools to drive delivery including MS Teams, M365, Jira & Confluence.

**Business Analyst, Lloyds Banking Group – Group Transformation Cards Lab 2019 – 2022**

* Worked within a busy, dynamic business change delivery environment, part of the Consumer Cards Onboarding Lab as a Business Analyst, interfacing with agile delivery teams across multiple Platforms.
* Delivered change as part of an agile scrum team, supported the Scrum Master to facilitate ceremonies; user story creation and refinement to capture requirements and Kanban to manage workflow and delivery.
* Worked on the delivery of a new, best in class premium credit card product to support the group’s growth strategy.
* Supported Chapter Lead as an advocate for learning and development, facilitating online learning sessions.
* Applied analytic and problem-solving skills to identify business needs and elicit requirements, developing and documenting identified requirements to take forward and enable value to the business.
* Responsible for refinement of the product backlog and work intake, supporting the Product Owner to prioritise delivery.

**Application Technical Consultant, MBNA (later Lloyds Banking Group) 2014 – 2019**

* Delivered production support for a portfolio of over fifty applications hosted both on and off premises, 24x7x365.
* Collaborated with third party suppliers across multiple PaaS/SaaS offerings hosted on cloud computing platforms including Azure, AWS & GCP.
* Accountable for coordinating development activity and delivery into the production environment, collaborating closely with stakeholders across the application lifecycle.
* SME across high-profile applications, working as a technical lead overseeing vendors, local application, and infrastructure teams to coordinate development, testing, support, and remediation activities.
* Leveraged key technologies to deliver value, including Microsoft Platforms, Cloud architecture, IIS, Apache, Oracle & SQL Database, VM Ware, Unix, SAN/NAS, and networking technologies.
* Managed both bare metal Windows Servers and virtual machines running on VMWare ESXi.
* Owned, maintained, and developed application technical architecture diagrams and support documentation.
* Responsible for route-to-live project delivery, encompassing system/component testing, application and infrastructure installation, configuration, capacity management, service transition and monitoring.
* Owned and executed application Disaster Recovery plans, certified application resiliency and availability.
* Coordinated front-end GUI/browser development and delivered changes into test and live.
* Owned and managed Public Key Infrastructure for locally hosted applications, including installation, and configuration of security certificates.

**Application Manager, MBNA (Bank of America) 2011 – 2014**

* Responsible for the full application lifecycle including the introduction of new application functionality and associated infrastructure, ensuring change was delivered safely into production.
* Responsible for end-to-end application infrastructure designs, supporting customer, business, compliance, and risk management objectives.
* Developed and executed application roadmaps, ensuring alignment to corporate IT strategies.
* Collaborated closely with infrastructure design teams to deliver critical remediation projects.
* Managed total cost of ownership for all applications within my portfolio.
* Developed and supported direct business and vendor relationships for these applications.
* Accountable for change management and service introduction across application portfolio.
* Negotiated and delivered Service Level Agreements that were appropriate, ensuring performance accountability in place. Identification and implementation of monitoring for applications and infrastructure ensuring effective support.
* Developed and executed plans to remediate non-permitted technologies across both software and infrastructure.
* Accountable for all governance deliverables as mandated by the Corporation’s Application Governance authorities.

**Operations Analyst, MBNA (Bank of America) 2006 – 2011**

* Delivered second-line support for all in-house developed (UK & Ireland) Customer Relationship Management systems.
* Supported applications and systems owned by Experian, Avaya, TSYS, NICE & Equiniti Charter. Established, maintained, and developed support relationships with these vendors.
* Provided business and technical support and operated as an SME for the NICE call recording platform.
* Coordinated and supported the resolution of high severity production issues through direct contact with US based production support groups.
* Coordinated and delivered quarterly software releases/production fixes, delivering on-site support during major releases.

**Credit Card Lending Underwriter, MBNA Europe 2005 – 2006**

* Underwrote credit card applications for both MBNA and affinity partner accounts, by applying judgmental lending decisions based the corporation’s responsible lending philosophy.
* Delivered team and individual lending and quality targets were exceeded each month.
* Demonstrated quality underwriting decisions to drive approval volumes and revenue whilst maintaining low levels of account delinquency.

**Customer Service Representative, MBNA Europe 2003 – 2005**

* Managed incoming calls from both existing and prospective customers, delivering world class customer service.
* Focused entirely on the customer’s needs, delivered consistently high call quality scores and first call resolution.
* Maintained expected levels of productivity and customer satisfaction by keeping call handling times low.

**Retail Management, W.H. Smith Ltd. 1998 – 2003**

* Senior Sales Assistant at Chester store later promoted to Supervisor with responsibility for operational delivery and service across the sales floor.
* Manager at newly established Mold store 2002-2003, responsible for the initial setup and operation of the store including:

o Management of staff development and welfare, recruitment, and training

o Accountable for staff schedules, customer service and revenue

o Managed stock and processing of goods deliveries

o Opening and locking of the premises, accounting, and settlement

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| **CONTINUOUS PROFESSIONAL DEVELOPMENT:** |

◆ Pluralsight & LinkedIn certifications covering Software Testing, Cloud Technologies, Agile Methodology, servers & infrastructure

◆ ITIL Version 3 Foundation

◆ Agile Essentials/Scrum & Beyond

◆ Fundamentals of Windows Server 2008 & Configuring, Managing & Maintaining Windows Server 2008 R2 Servers

◆ Administering Windows Server 2012

◆ NICE Certified System Administrator

◆ Business Objects Enterprise XIR3 Administering Servers/Administration & Security

◆ Emergency First Aid

GCE A-Level Biology (C), Geography (C), Design & Technology (D), General Studies (B)

GCSE English Language (A), English Literature (B), Mathematics (B), Science (A/A), Information Technology (A), French (A), Design & Technology (B), General Studies (B), History (B), Geography (B)

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| **ADDITIONAL INFORMATION:** |

Away from work I am a husband and proud father of two daughters, both of whom are very accomplished at keeping me busy! I love travelling to cities and experiencing their culture and atmosphere. I also love technology and tinkering with IT outside the day job, including building a home lab. I also have a keen interest in Hi-Fi and all things analogue; I am always on the lookout for vintage LPs.