# CURRICULUM VITAE

**Paula Miller**

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**Date of Birth : 05th November 1980**

# SUMMARY AND SKILLS OVERVIEW

# Qualification:

* 9 GCSE’s (A-C grade, including Science, Maths and English)
* GNVQ Business Management – Distinction
* A Level Sociology
* BA Honours Degree in Business Management with Information Technology
* Lean 1a & 1b Completed
* Lean 1c – Exam passed, portfolio to submit
* BSC Certificate in Requirements Engineering
* Beginning a coaching qualification in March

**Profile**

* Self-motivated and delivery focused with project experience.
* Proven track record of working within complex and changing environments.
* Excellent presentation and communication skills
* Excellent team and people management skills
* Extensive experience of building relationships at all levels
* Excellent experience of engaging and influencing senior stakeholders
* Experience of training design and delivery.

**Proficiencies and expertise**

* Process design and analytics
* Training design and delivery
* Project management knowledge (waterfall and agile delivery)
* Excellent communications / stakeholder management skills
* Resource planning and forecasting
* Risk and issue management / resolution
* Facilitation of workshops/training events

**Recent Achievements**

Key achievements include the following:

* + Lead on design, delivery and implementation for the Agency in the new Continuous Improvement initiative. Helping to change the culture of the organisation.
	+ Led on the delivery of an Text messaging communication service to allow the agency to communicate quickly and effectively to our customers. This has proved very successful.
	+ Led on the rollout of a ‘Knowledge base’ system to team that gives our people up to date information when speaking to the customers. This is a crucial customer contact tool which is used with all areas of the Agency. I created guidance and training to support this.
	+ Graduated from the Agency’s Talent Management scheme.

**Work History**

**January 2014 – Present**

**Senior Business Analyst – Rural Payments Agency (RPA)**

**Rural Payments Agency**

My current role is actively involved in the analytical support of approved projects. I work on a large portfolio of work which include:

* Early impacting of change proposals, working closely with the business and Change Gateway
* Creating products in support of projects, including Scoping, requirements gathering, guidance and input into Business cases.
* Create training materials and deliver train the trainer training to support the work area/project
* Analysis, review, documentation and maintenance of business activities, processes and associated procedures to:
* Identify issues, develop requirements and solution options, helping to identify and quantify benefits and assist in implementation whilst:
* Supporting the testing of proposed solutions before acceptance for implementation
* Contributing to the continued development of design standards (for process and change analysis) and methodologies in RPA
* Effective collaboration and communication with project stakeholders, subject matter experts and sponsors attributed to the project.
* Manage the work of a small team, who may be working on the same and/or different projects. Effective in work and resource planning. Good experience of coaching and mentoring skills. Effective management of attendance and performance issues.

**January 2012 – January 2014**

**Operations Manager – British Cattle Movement Service, Rural Payments Agency**

I managed several departments within operations. I managed the department in line with Key performance indicators (KPI’s) & ministerial targets to ensure that the Cattle Tracing System was maintained / updated accurately after the return of the inspections report forms. Lead role in the engagement with the inspectorate and colleagues from policy to make sure KPI's were met. I dealt with Attendance and Performance issues.

**October 2007 – December 2012**

**Team leader - British Cattle Movement Service, Rural Payments Agency**

Responsible for 10 people who were responsible for maintaining customer details on the Cattle Tracing System (CTS), amending, reissuing and replacing cattle passports, resolving application errors and entering details of Imported cattle into the country. I have established greater flexibility of my resources and have been able to support other areas of the line of business in meeting their Key Performance indicators

**September 2005 – September 2007**

**Core Skills Training Development & Delivery - British Cattle Movement Service, Rural Payment Agency**

I produced high quality training material and delivering training for key business solutions. This included the role out of a Management Information solution for the British Cattle Movement Service, first line Contact Centre key skills training for people at multiple agency sites in preparation for the move to Virtual Contact Centre operation for Single Payment Scheme.

**August 2003 – August 2007**

**Team leader - British Cattle Movement Service, Rural Payments Agency**

Worked with a team to produce Cattle passports this included making sure the Cattle Tracing System was kept up to date.