
Cian Ward | Technical Business Analyst

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 Sydney

Profile

Technical Business Analyst with 7+ years experience working with financial software. Experienced at eliciting stakeholder requirements to develop and deliver useful and reliable solutions which meet tight deadlines and align with the organisation's goals.

Professional Skills

- Stakeholder Management
- Critical Thinking & Problem Solving
- Complex Data Gathering & Analysis
- Project Management
- Business Process Mapping
- Change Management
- MiFID II Regulatory Requirements & Reporting
- Trade Lifecycle & Workflows
- Time Critical Incident Resolution

Technical Skills

SQL, JIRA, JIRA Servicedesk, Atlassian Confluence, Excel, PowerPoint, Report and Dashboard Generation, Root Cause Analysis, Cisco Tidal, System Load Balancing, Citrix, System Documentation, Splunk, CheckMK, Batch Processes, Test Case Design, Powershell and Bash Scripting

Professional Experience

Susquehanna International Group, LLP (SIG)

4 years 6 months

Acquired practical experience with the full trade lifecycle and European market structure while working in the extremely fast paced Dublin office of a high frequency market-making firm specialising in Options and ETFs. Contributed to projects working with multiple teams across Trading, Operations, Compliance, Risk, Finance, Infrastructure, Software Development, Reference Data and Research.

Technical Business Analyst:

May 2020 - May 2022

- Technology SME for MiFID Trade & Transaction Reporting
- Project lead on the redesign and rebuild of in-house Transaction Reporting solution
- Highly effective member of a number of multi-department teams on significant changes including new products, exchanges, entities, significant software releases and Brexit
- Successfully managed a number of projects in Order Routing, Exchange Connections, Post-Trade Workflows, Paper Trading, Static Data, Compliance and Risk applications
- Participated in strategic roadmap planning, priority setting & resource allocation with senior management
- Identified, developed & delivered solutions to achieve significant savings in data costs, presented potential solutions and associated risks to the Head of Trading; acted as PM to implement chosen solution

Business Support Engineer:

Dec 2017 - May 2020

- Planned and worked on multiple complex and technical projects including OS, PVS, Citrix, VMware, Hardware, Database, Storage and Scheduler migrations
- Level 2 support and root cause analysis for post-trade workflows and systems
- Designed, created and maintained live system monitoring and alerts
- Managed deployment of new and existing applications while ensuring they adhered to change management policies
- Managed a complex batch environment of 3,000+ jobs
- Worked under significant time pressures resolving overnight critical batch failures before they led to any P&L impact

Murex Advanced Technologies

3 years 3 months

Financial Software Consultant:

European Client Team:

Jan 2017 - Nov 2017

- Project scoping and design sessions with clients for Murex implementations
- Supported and built solutions for client upgrades and implementations
- Delivered training sessions for clients and integration partners
- Provided onsite & remote support for project go-lives
- Vendor support for European clients on Murex Credit Risk module

Client Support Lead:

Mar 2016 - Jan 2017

- Main point of contact for UK Tier 2 Banking client
- Remote support and investigation of client issues
- Frequent communication with client Production and Project teams
- Onsite support during critical project phases and releases

Operations Team:

Sep 2014 - Mar 2016

- Level 2 Internal support for EMEA region
- System configuration & preparation for client Demos
- Followed defects internally, including specification writing and test case design
- Small to medium sized client specific configuration

Education

- **ME Engineering with Business** 2012 - 2014, University College Dublin
 - **BSc Engineering Science** 2009 - 2012, University College Dublin
(incl. 6 months at University of Queensland)
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