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**Don Riches:** A proficient, versatile and creative documentation specialist, business & process analyst and procedures writer with extensive experience in various sectors including banking, finance, (re)insurance, telecoms, education and engineering.

An effective communicator at all levels with strong interpersonal skills. Key strengths: proactive, collaborative, flexible, innovative and productive.

Work written in clear, concise English, professionally presented and delivered with emphasis on accuracy, usability and attention to detail.

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### Contact

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### Skills

Documentation specialist /  
Technical Author  
Business Processes &  
Procedures  
Process Mapping / Process  
Analysis & Re-engineering  
Solvency II  
Sarbanes-Oxley (S404)  
to COBIT standards  
Data Analysis / Specifications  
Information Mapping®

### Recent tools / systems

Word / Visio / Office /  
SharePoint / Solvency II /  
Internal Model / ORSA

### Qualifications

Diploma in Management  
Studies (DMS)  
Certificate in Management  
Studies (CMS)  
MISTC (Member of the  
Institute of Scientific and  
Technical Communicators)  
PCG QS (ISO 9001) Scheme.

### Business skills

Clear, concise  
documentation  
Excellent interpersonal /  
communication skills  
Business-facing skills with SMEs  
& stakeholders / interviewing &  
information gathering.

### Nationality

British

### Residence

Bucks. HP27 9RF

### References

Available on request.

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### September 2010 - February 2011

Solvency II  
Business Analyst

### Markel International, City of London

Business analyst / documentation specialist with Markel International's Solvency II project. Produced to sign-off their SII Internal Model Requirements document, via series of workshops / meetings with Actuarial staff. Subsequent work included High Level Design document, development / editing of IMAP response templates and ORSA 5-year model documentation. Later work included IM Definition and Detailed Design documents.

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### March 2010 - August 2010

Business Analyst

### Lloyds Banking Group, Birmingham

e-Payments business analyst with Lloyds Banking Group, Business Change, Payments & Business Services (P&BS) with a project team in the bank's International Payments operational area. Worked on part of the Target Operating Model (TOM) for the LTSB / HBOS integration project. Initially, mapped As Is business processes for Service & Account Maintenance teams and producing equivalent To Be process maps. Subsequent work included assessment of impact on migrated business, related To Be processes, mapping As Is comms processes - for review of SWIFT processing - provided guides and evaluation of end-user applications; all of which involved liaison with colleagues at several service centre sites.

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### January 2010 - February 2010

Knowledge Capture

### BP Castrol, Swindon

Captured business and working knowledge of business processes for BP Castrol's Customer Services team as part of project to migrate Autolubes service centres to an off-shore location. Via series of interviews, and process maps as basis for topics, identified and documented key functions and activities for subsequent training and support material.

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### November 2008 - July 2009

Business Process  
Analyst / Technical  
Author

### Foster Wheeler Energy Ltd, Reading

Re-designed layout and format for business procedures, internal to world-wide engineering consultancy, to support compliance with Sarbanes-Oxley. Developed and produced documentation standards. Revised procedures and manuals for core business areas - Finance, Legal and HR - also Procurement, Proposals and Business Continuity.

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### July 2008

Business Process  
Analyst

### Pearl Axial Investment Management, London

Wrote procedures to support trading desk processes for instrument set up, standing data and Bloomberg data import. Documentation required by Business Process Team for audit purposes.

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### June 2007 - May 2008

Process Analyst /  
Business Procedures /  
Technical Author

### The University of Oxford

Initially, with Graduate Admissions Office, documented As Is processes for paper-based applications for post-graduate course and developed To Be processes - via stakeholder workshops - prior to launch of on-line application and fee payments software. Subsequently, produced detailed business procedures and support documents for Admissions staff and Support Centre describing the corresponding enhancements to Oracle Student System (OSS). Also, produced As Is processes for allocation and administration of all research council funding - by the University's divisions - to identify sources of specific data required for annual returns. With post-graduate funding working group, produced As Is & To Be processes and requirements documentation to support internal proposal to centralise administration of funding within the University. Finally, with Continuing Education division on documentation review.

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**January 2007 -  
March 2007**

Business Process  
Analyst / Technical  
Author

**Man Financial, City of London**

Analysed volume and sources of internal email traffic processed by in-house Help Desk and made recommendations to reduce and/or eliminate duplication and repetition of client support requests.

Produced As Is processes and developed FAQ sheet (for intranet use); produced 'Getting Started' guide (for client use); designed client request / query template (for on-line use by clients and also in-house), and scripted associated processing / auto-routing logic.

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**January 2006 -  
October 2006**

Procedures Writer /  
Technical Author

**GLG Partners, London**

With Mayfair-based hedge fund: wrote and produced business procedures - for front office users - describing private client account set up, back-office reconciliations and use of Beauchamp Fund-Manager for set up of static / reference data for instruments.

Developed illustrated quick reference guides for front office users describing set up of fixed income instruments and derivatives. Converted procedures and guides to pdf format for intranet use.

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**August 2005 -  
November 2005**

Business Process  
Analyst / Author

**BNP Paribas Lease Group, Basingstoke**

Developed system operational procedures for Payout, Collections and Recoveries required by the BPLG leasing finance development programme. Specified the production of all arrears letters.

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**November 2004 -  
April 2005**

SOX consultant

**Barclays Capital, Canary Wharf**

Produced documentation to support Barclays Treasury's compliance with S404 of the Sarbanes-Oxley Act. Firstly, identified procedural / documentation controls - General Computer Controls (GCCs) - for relevant IT systems. Produced responses to audit points compiled using COBIT guidelines.

Subsequently, identified key software controls - Automated Business Controls (ABCs) - in a hedging system, then under development, to manage FX translation exposure on net investments. Produced process map, process narrative & risk profile documentation. Also handoff controls monitor and SOX control activity documentation (CAD) for key controls.

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**January 2004 -  
October 2004**

Business Analyst /  
Technical Author

**Royal Bank of Scotland, Bromley / Croydon**

Identified and documented key compliance and conformance issues for relevant business areas required by project to merge Churchill Insurance and Direct Line systems

Subsequently, customised and developed internal browser (XML / Java) to provide interface to project documentation repository.

Additionally, produced user and project documentation for RBS XP desktop roll-out project based at Croydon.

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**May 2003 -  
December 2003**

Procedure Writer /  
Technical Author

**ING Barings, City of London**

Produced business processes and procedures, required by the IT Infrastructure review programme, for all functions performed by the Information Security Group (ISG).

Developed and produced user guides and system administration procedures for key systems. Re-designed all internal system access request forms.

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**September 2001 -  
December 2002**

Data Analyst /  
Technical Author

**Equitable Life (HBOS), Aylesbury**

Identified and analysed key data and specified all data items required by a bespoke system to produce revised offers under the GAR (Guaranteed Annuity Rates) Rectification Scheme.

Co-authored and produced 8-page leaflet describing the Scheme to existing GAR-annuity holders and explaining a sample offer under the Scheme using illustrations and FAQs. Produced layout and font standards for correspondence and for offers of rectification.

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**May 2001 -  
June 2001**

Training Course Writer

**DST International, London**

Developed student course books and documented worked examples for two modules of DSTI's Open-Messenger - a settlement and reconciliation system - trade confirmation and trade settlement. On completion, trained the trainer.

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**February 2001 -  
March 2001**

Technical Author

**Merrill Lynch Europe, London**

Produced, for the Business Technology division, the service definition, connectivity, and test documentation for MLX Market Edge, an electronic trading service providing STP.

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**September 2000 -  
December 2000**

Technical Author

**Thyron Limited, Watford**

Developed and produced the user & functional guides for an authorisation / accounting system to be used by Splash Plastic, a pre-payment debit card for the youth market.

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**June 2000 -  
September 2000**

Process Analyst /  
Procedures Writer

**Cable & Wireless (CWC) / NTL, Watford & London**

Developed and produced procedures at both sites for the five main business functions within the Content Production team of CWC's digital TV consumer division, ConsumerCo, then recently taken-over by NTL. As well as being a requirement for their merger exercise, the manual formed part of a report to senior management.

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**May 2000 -  
June 2000**

Technical Author

**Infobank International, Slough**

Updated the documentation suite for Infobank's b2b e-commerce systems. Used Netscape Communicator (HTML editor) to edit and test the corresponding on-line help.

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**January 1999 -  
March 2000**

Technical Author /  
Procedures Writer

**Aon Reinsurance, City of London**

Produced a comprehensive user guide for Aon's reinsurance system that tracked contracts - outside London market - from proposal to settlement: client prospect & quotation, client / re-insurer database, contractual documentation and account management. Copies distributed on CD. On completion, the manual served as a specification for a system re-write.

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**July 1994 -  
October 1998**

Technical Author /  
Procedures Writer /  
On-line Help author

**HSBC Investment Bank, City of London**

During initial phase, developed user guides for HP UNIX front office applications with IT department of Equities Division (formerly James Capel) prior to switch to Windows NT.

Subsequently, produced user documentation for trading floor systems, contact management database, risk limit monitoring, stock loan and trade ticker and on-line help (ForeHelp).

Developed guides for MS Access systems, settlements, accounts month-end processing and HR.

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**December 1990 -  
June 1994**

Technical Author /  
Procedures Writer /  
Process Analyst /  
Training course author /  
Information Mapping ®

**TMS Information Solutions**  
(then TMS Computer Authors Ltd)

Associate author / procedures writer / process analyst on the following projects:

**VISA International, London**

Lead author for implementation guide for Electron, VISA's electronic authorisation service.

**American Express, Brighton**

Team leader / Author at Head Office, produced As Is procedures for all finance-related departments, using the Information Mapping® methodology. Reviewed team's work. Monitored budgets. Co-produced templates. Interviewed additional authors for the team.

**T-mobile (then Mercury one2one), Borehamwood**

Developed customer service processes, procedures and training during the 12 months prior to launch of service:

Produced the customer registration, customer enquiry and call handling procedures; system administrator's guide. Developed the training courses for customer registration. Produced guides for setting up customer accounts via call enquiry system, using service features and initiating service connection. Post-launch, provided support and supervised / assisted temporary staff processing high volume of registrations.

**Kuwait Investment Office, City of London**

Produced As Is procedures documentation for all investment, administration and settlement departments.

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**TMS Information Solutions** (continued)

**Lloyds TSB (Corporate Banking), City of London**

Developed and produced the system operator's manual for corporate client project to introduce on-line banking. Initiated and produced a 'Day-in-the-Life' batch job schedule for operations staff.

**IBM UK, Chiswick**

Team author on catalogue revision project for a range of IBM products.

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**Prior to 1990**

**May 1985 - July 1990** **Honeywell / Bull HN, Hemel Hempstead / Slough**

Bid / Proposal Writer / Technical Author

**September 1979 - April 1985** **GEC Computers, Borehamwood**

Customer Service publications

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