

Don Riches

Contact

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Technical skills

Technical Author / Writer

Process Analysis /
Mapping / Re-engineering

Business Procedures /
Standard Operating
Procedures (SOPs)

User documentation:
Manuals / Systems /
Quick Reference Guides /
FAQs / Newsletters

Sarbanes-Oxley (S404)
to COBIT standards

Data Analysis / Specifications

Technical Editor

Information Mapping®

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

Excellent interpersonal /
communication skills

Proven business-facing skills
with SMEs / information
gathering / analysis /
solution / design /
documenting skills

Clear, concise
documentation

Nationality

British

Residence

Bucks. HP27 9RF

References

Available on request

A proficient, versatile and creative technical author / writer, business process analyst, procedures writer and editor with over 18 years documentation experience in various industry sectors: banking, finance, telecoms, insurance, education and engineering.

With strong interpersonal skills, an effective communicator at all levels and with attention to detail. Key strengths: proactive, collaborative, flexible, innovative.

Work produced and delivered to a high standard with emphasis on usability, polished presentation, written in clear, concise English.

November 2008 - July 2009

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 – and also Procurement, Proposals and Business Continuity.

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 for audit purposes by Business Process Team.

June 2007 - May 2008

Process Analyst /
Procedures Writer /
Technical Author

The University of Oxford

Initially, documented As Is processes for administration of applicants to post-graduate courses and developed To Be processes - via stakeholder workshops - required for introduction of on-line application forms and fee payments.

Produced detailed business procedures and support documents describing use of Oracle Student System (OSS) for processing of on-line applications by Admissions staff and Support Centre users.

Subsequently, produced As Is process documentation of allocation and administration of research council funding by the University's divisions to identify sources of data requirements for annual returns.

Also, with postgraduate funding working group, produced As Is & To Be processes and requirements documentation for proposal to centralise administration of funding within the University.

Finally, scoped the extent and coverage of existing systems and procedures within the Continuing Education division.

January 2007 - March 2007

Process Analyst /
Technical Author

Man Financial, City of London

Analysed volume and sources of internal email traffic processed by in-house application support desk and recommended actions to reduce / eliminate duplication and repetition of requests.

Produced As Is processes and developed FAQ sheet (for intranet use); produced 'Getting Started' guide (for use by clients); designed client request / query template (for on-line use in-house or by client) to be auto-routed according to the user-specified request type.

January 2006 - October 2006

Procedures Writer /
Technical Author

GLG Partners, London

Wrote and produced standard operating procedures for front office users of a Mayfair-based hedge fund that described private client account set up, back-office reconciliations and set up of static / reference data for instruments using Beauchamp FundManager.

Developed desk-top quick reference guides for front office users on how to set up fixed income instruments and derivatives. Converted procedures and guides to pdf format for publishing on their intranet.

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. Also specified the production of all arrears letters.

**November 2004 -
April 2005**

SOX consultant

Barclays Capital, Canary Wharf

Identified procedural / documentation controls - General Computer Controls (GCCs) - for relevant IT systems within Barclays Group Treasury. Produced responses to audit points (produced under COBIT guidelines) to document compliance with S404 of the Act. Subsequently, identified key software controls - Automated Business Controls (ABCs) - in a hedging system, 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.

**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

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

Subsequently, with RBS XP desktop roll-out team at Croydon, produced user and project documentation.

**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.

**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.

**May 2001 -
June 2001**

Training Course Writer

DST International, London

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

**February 2001 -
March 2001**

Technical Author

Merrill Lynch Europe, City of London

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

**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.

**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, recently bought by NTL. As well as being a requirement for their merger exercise, the manual formed part of a report to senior management.

**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.

**January 1999 -
March 2000**

Technical Author /
Procedures Writer

Aon Reinsurance, City of London

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

**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.

**December 1990 -
June 1994**

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

**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.

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.

Prior to 1990

**May 1985 -
July 1990**

Honeywell / Bull HN, Hemel Hempstead / Slough

Bid / Proposal Writer / Technical Author

GEC Computers, Borehamwood

Customer Service publications

**September 1979 -
April 1985**