

Michael Ahmed

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PROFILE

Digital transformation and business process analyst with 20 years across financial services, insurance, central government and regulated operations. I turn complex, poorly-understood operations into measurable change – mapping how an organisation really works, finding where RPA, AI and automation release capacity, and building the business cases and target-state designs that take improvements into delivery. I pair BPMN 2.0 / Visio process design with hands-on RPA and AI-readiness work, business cases and benefits realisation, and I'm trusted by risk, compliance and audit because everything I produce is governance-ready. Recently completed Anthropic AI Fluency.

CORE EXPERTISE

BPMN 2.0 · MS Visio · ARIS · As-Is / To-Be (L2-L5) · process architecture & target-state design · SOP rationalisation · structured requirements & traceability · RPA / AI opportunity identification & business cases · Lean / Kaizen / PDCA · document control & audit-ready governance · PRINCE2 · Agile · FCA Consumer Duty

PROFESSIONAL EXPERIENCE

Royal London Group – Customer Journey Analyst / Senior BA Mar 2025 – May 2026

- Owned the 'Update Plan Details' Level 3 process within a Group-wide taxonomy (32 L3 / 142 L4) – mapping 19 end-to-end BPMN 2.0 Level 4 processes.
- Consolidated 57 Level 5 processes and their SOPs into single Level 4 maps, cutting maps and documents by 60–70% while improving quality and audit-readiness.
- Identified RPA and AI opportunities, produced the business cases and led handover into delivery; partnered risk, compliance and audit.

Melius Finance Ltd, Liverpool – Business Analyst (part-time) Dec 2018 – Feb 2019

- Process-improvement engagement on income streams and operational efficiency.

Morrison Utility Services, Stevenage – Business Process Analyst 2015

- Mapped procurement / PPE supply-chain across field sites; designed a future-state mobile ordering and invoicing solution.

EARLIER EXPERIENCE (2000–2008)

- Halian (Central Government, 2005–06) – led a 1,200-employee, 42-system data migration into Oracle HRMS; owned pre-cutover data quality.
- Network Rail (2007) – PRINCE2-governed SLA measurement programme; Visio As-Is swim-lanes and an automated, auditable KPI model.
- ISBAN Bank (2005) – data quality & regulatory reporting (FSA, Basel II, Bank of England).
- LexisNexis Butterworths (2007–08) – business-continuity review; GDPR-aligned data governance.
- Fortis Bank, Brussels (2008) · Alliance Boots (2006) · RI3K/Swiss Re, Sofcom, Alchemy (2000–05).

CAREER BREAK (2009–2025)

Full-time carer for my mother (2009–2020), maintaining my BA practice through short part-time engagements where I could (Morrison 2015, Melius 2018–19). From 2021–2025, operational roles across regulated North West construction sites (CSCS-certified) kept my stakeholder-management and documentation discipline sharp. Returned to business analysis in March 2025.

TRAINING & EDUCATION

Anthropic AI Fluency · IBM AI & Generative AI Fundamentals · PRINCE2 · ARIS Business Architect · Process Mining · EU GDPR · Mental Health First Aid | BSc (Hons) Business Information Systems – Liverpool Business School