

***The opportunity is for us to work together
creating value & growing as individuals***

What I offer:

- Diagnosing critical issues
- Uncovering hidden constraints
- Identifying key risks and dependencies
- Outlining gaps and missing capabilities
- Performing operational assessments
- Designing future models
- Overseeing system and process changes

What I do:

Quickly make sense of complex situations

Diagnose critical issues and uncover hidden constraints which are limiting success

Offer practical solutions aligned with key drivers



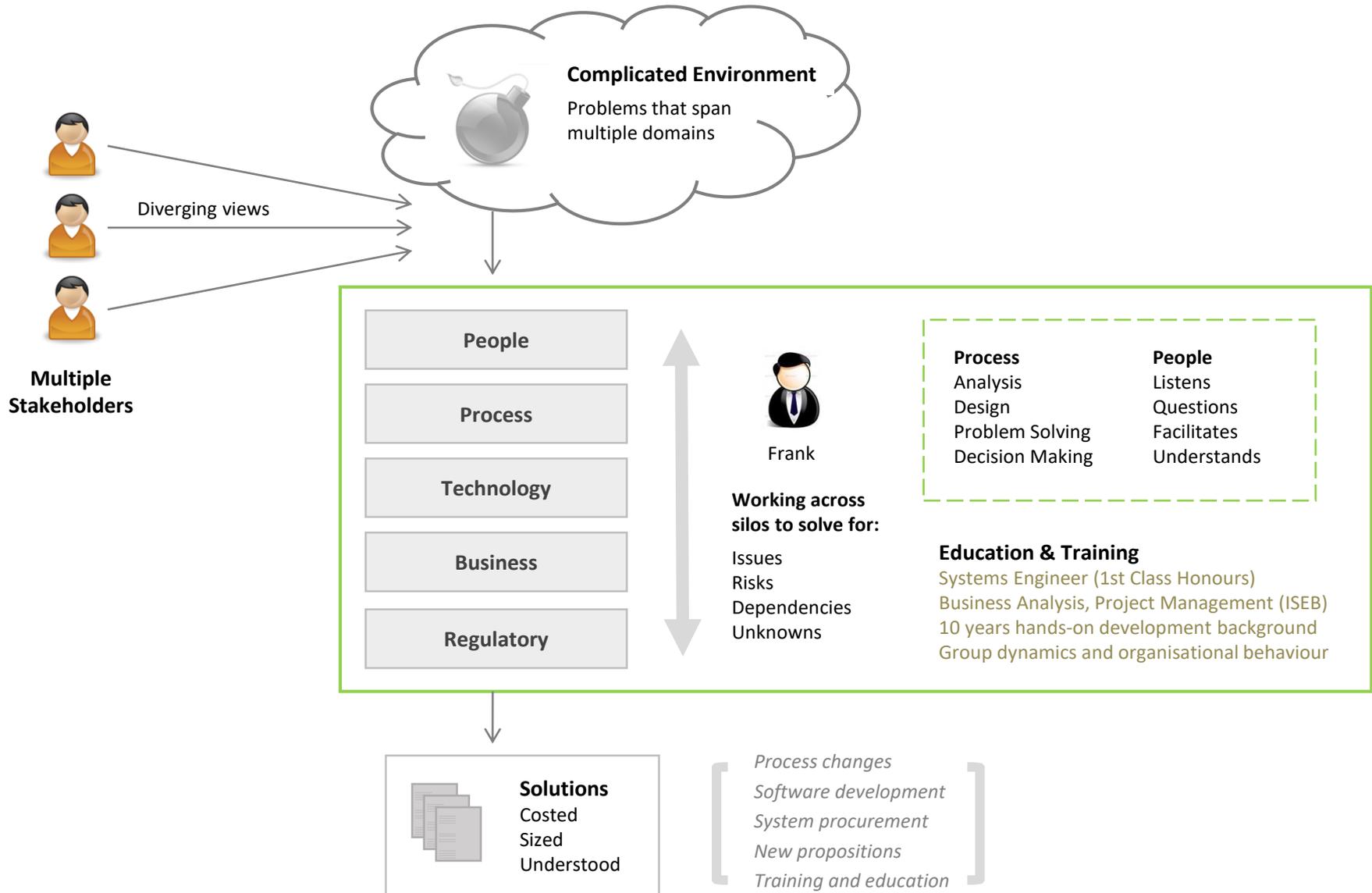
Frank Ray. A systems engineer with experience across many sectors, industries and technologies. Who understands the pressures that senior management face. That can help you bridge the gap between business need and technology solutions

Contact Frank Ray on

info@frankray.net

www.frankray.net

0795 569 8414 (UK)





All work underpinned by strong working relationships based on **trust, honesty and integrity.**

(small words that I value a lot)

A typical engagement would have me doing the following...

Spending time interacting directly with end users, clients, other stakeholders etc

Capturing requirements, mapping processes and understanding needs

Outlining one or more solution options

Performing high-level costing / sizing / assessment of options

Clearly explaining the implications of each option to senior management and stakeholders

Facilitating decision making and where resources should be allocated

Developing a realistic delivery schedule for the chosen solution

Ensuring the delivery is staged such that business value can be delivered early (ie. MVP style)

Overseeing the work of mixed delivery teams (internal, contract, and supplier)

Documentation, manual development and knowledge capture

Providing training and embedding system and process changes

Expertise

Business Analysis
Solution Design
Enterprise Architecture
Project Management
Programme Management

Core Skills

Requirements Elicitation
Problem Clarification
Technical Design
Process Design & Embedding
Clear Documentation

Communications

COO – Director Level
Management Presentations
Workshop Facilitation
Steer-Co Attendance

Technical Background

C++ / MFC / ATL / COM
Microsoft C# (beta to V3.5)
Java
XML Webservices
SQL Server (SSIS / SSRS / SSAS)

Finance Experience

Treasury
Private Bank
Front-Office FX
Global Structuring
Middle-Office Accounting
Portfolio Risk
Regulatory Controls
End-User Security



Frank Ray

A varied freelance background allows me to work across a wide range of subject matter areas, applying industry best practices from client to client.

Design Experience

Websites (intranet, public)
Service Design / SOA
Data Warehousing
Management Reporting
High Availability, Low Latency, Scalable Solutions

Leadership

Team Management
Group Facilitation
Conflict Resolution
Individual / Team Motivators
Executive Coaching

Procurement

Supplier Sourcing
Tendering (RFI / RFP)
Contract Development
Performance Management
Invoicing and Finance

Education & Training

Systems Engineer (1st Class Honours)
Workplace Trainer
Group Dynamics
Organisational Behaviour
Yoga Teacher & Therapist

Solution Architecture

Big Picture
Business Driven
Priority Setting
Uncertainty Management
Leading Others
Makes Practical Trade-offs

Education

- Bachelor of Engineering (Computer Systems) 1st Class Honours
 - [Digby Leach Medal](#) – Best Engineering Student
 - [4x Vice- Chancellor's List](#) (top 1% of all students academically)
 - Best Final Year Engineering Project

Training – Analysis and Delivery

- Business Analysis
- Project Management
- Procurement and Supply

Training - People

- Diploma in Counselling
- Assessment and Workplace Training
- Yoga Teacher & Therapist

My Background

All the benefits of a management consultant, retained in-house for ½ the cost.

Why the need for this particular approach ?

Frank Ray personally found...

- His CV couldn't accurately portray the many problems he solved and solutions delivered
- His breath of skills and knowledge didn't lend itself to the standard CV layout
- Artists have a portfolio of work, so why shouldn't professionals have one too

FRANK RAY & Associates

Business analysis and software development



Out of the Ordinary*




Past Clients

Banking

Investment Banking
Private Banking
Retail Banking

Treasury

Insurance

Asset Management

Engineering

Oil & Gas

Biomedical

Government

Justice
Public Transport
Public Health
Education
International Trade

Consulting

Web Design

	Client Reporting	Instant Chat	Agile Delivery
Opportunity	A gap in the market existed for innovative client reports.	The opportunity to proactively engage with online clients in their channel of preference.	The desire for a new front-office system to support the growth of the business.
Problem	Multiple trade warehouses with different overlapping “golden source” data was hindering reliable report generation.	Significant regulatory and reputational risk dependent upon the chosen solution along and related operational processes.	A well-known development vendor had been engaged for the past year, and yet very little work had been done.
Complexity	Exotic, non-standard FX option products. Bespoke restructures (ie. never before seen products). Lack of consistent change control procedures.	Cloud-based vs on-premise hosting options. Client dispute procedures in case of “providing financial advice” claim. IT security and transcript storage / retention policies.	Multiple, differing requirement documents. Significant architectural complexity and hidden dependencies. Lack of a staged delivery plan.
Solution Process	Meetings were held with all interested stakeholders (individually and jointly) to examine their points of view and uncover intrinsic drivers leading to the current situation.	An in-house demo was setup to fully investigate system integration points and assess solution risks. A small-scale, public facing POC was scoped and run covering low-risk communication scenarios with sales prospects.	The decision to use an internal development team that followed an Agile / Scrum development method. Significant time was spent with all stakeholders educating them about the new process, training and coaching sessions held.
Result	Consensus agreement and understanding. Future system roles apportioned correctly. Tactical solution for quickly capturing the market opportunity.	The ability for the sales desk to assess the suitability and effectiveness of the new communication channel quickly and in a low-cost manner.	A high-performance, motivated team with members from business and IT, frequently delivering new features into production.



Treasury Online

An article about the online banking platform I built in record time using Agile / Scrum for Investec.

[Read more](#)



More Than Beanbags

An article about the fintech innovation experiment I conducted for a city based bank.

[Read more](#)



Structuring Gateway

RBS won the "2012 Interest Rate Derivatives House Of The Year" award partly due to the application I built.

[Read more](#)



Not What You Think

An innovation model I developed which is underpinned by employee empowerment.

[Read more](#)



A New Way of Working

A YouTube clip about what happened when the innovation model was deployed into a city bank.

[Watch now](#)

**** Newspaper Article ****

**** Industry Award ****

***I have a ready made toolbox of patterns,
practices and processes ready to be deployed***



Please get in touch to discuss how we can get started.

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<https://uk.linkedin.com/in/frankray>