

James Whitfield

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Ms Fiona Drummond
Head of Change
Caledonian Lending Group
5 Lochrin Square
Edinburgh EH3 9QA

Dear Ms Drummond

Application for Senior Business Analyst (ref. CLG-0915)

I am applying for the Senior Business Analyst role in your change team. I have five years' experience as a business and process analyst in insurance operations, and I hold the BCS International Diploma in Business Analysis.

Last year I mapped our home insurance claims process with 14 claims handlers and found three hand-offs that added four days to every claim. I wrote the requirements for a redesigned process, organised user acceptance testing with staff, and average claim time fell from 19 to 12 days.

I write user stories for an agile delivery team, keep the backlog prioritised with the product owner and present the costs, benefits and risks of each option to our operations board. Your plan to rebuild the mortgage application journey is the kind of process work I do best.

My CV is attached. Thank you for considering my application.

Yours sincerely

James Whitfield