LEWIS CHILTON

SYSTEMS ANALYST & CUSTOMER SUCCESS EXECUTIVE

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💼 WORK EXPERIENCE

SYSTEMS ANALYST / CUSTOMER SUCCESS EXECUTIVE - Starcom
📍 London, UK
06/04/2021 - Present   www.starcomww.com

- Elicitation, analysis and management of the business functional and non-functional requirements.
- Data/process modelling, wireframing and formulating UX design & development documentation.
- Carrying out formal training sessions for the client stakeholders; create/maintain training documentation and user guides.
- Conducting scoping sessions with client stakeholders to collect the project/feature requirements, ensure alignment with the feature set of the core platform; develop and validate functional and technical specifications, and implementation plans (including scope, resource, quality assurance and management).
- Consultation with the Technical Leads, Architects, Account and Customer Success Managers and carry out retrospectives to identify inefficiencies and potential improvements to processes and procedures, ensuring best practise measures are enforced.
- Analysis of performance of client implementation to identify and categorise opportunities for improvement. Develop technical and functional specifications for such improvements.
- Oversight of the ongoing implementation activities for the portfolio of assigned clients.

ICT SUPPORT ENGINEER & SYSTEMS ANALYST - Balance Internet
📍 Melbourne, AU
24/01/2017 - 29/05/2020   www.balanceinternet.com.au

- Provide support to the assigned customers by capturing information about issues, diagnosing and analysing the issues, based on the structure of the platform and customer implementations, and preparing the briefs for various team members to further progress with diagnostics and resolution of the issues. Acting as a conduit between the internal development team and the customer.
- Consult stakeholders of the assigned clients in regard to the functionality of the platform and their implementations, information management, data transformation and analytics.
- Analyse and prioritise website issues, feature requests and bug fixes, based on business impact and urgency. Manage multiple clients and perform under pressure to meet SLA's.
- Regularly diagnose and troubleshoot complex system issues and evaluate best solutions possible across various eCommerce platforms including Magento (Magento 1 Enterprise and Magento 2 Commerce) and BigCommerce.
- Collect, analyse and document business and technical requirements from the assigned clients for new feature development based on the available functionality of the client implementations and underlying platforms.
- In collaboration with Architects and Technical Leads, prepare technical and functional specifications for the client feature requests based on the company standards and templates.
- Provide functional and technical training to the client stakeholders.
- In collaboration with company stakeholders create and maintain project charters, project plans and implementation briefs for enhancement of the client eCommerce implementations and optimisation of the business processes.
- Conduct scoping sessions to gather systems requirements to prepare systems specifications.
- Propose custom features to provide optimal solutions to business needs and regularly create and maintain both training documentation, test plans and technical specifications across website features, eCommerce architecture and infrastructure diagrams across Confluence wiki's & Lucidcharts data modelling diagrams to ensure quality assurance and integrity across systems.
- Scheduling and processing deployments (via git or Jenkins) across all environments; acting as Staging, UAT and Production gatekeeper (point of reference) to control environment availability and scheduling across multiple projects run in parallel.
- Conducting audit inspections across all eCommerce systems to ensure best process and operational procedures are adhered to. Host retrospectives to educate and advise improvements and plans of action for quality control.

LEAD TECHNICAL SUPPORT ANALYST - Giant Systems
📍 Leeds, UK
11/02/2013 - 13/08/2015   www.giant-systems.co.uk

- Co-ordinated the implementation of an AGILE SCRUM project management methodology across the company; including morning stand ups, sprint planning, story point estimates, WIPs, resource planning, deployment release cycles and sprint retrospectives.
- Acted as the official 'Repository Gatekeeper' across client production websites, using either svn or git source control techniques. Scheduled Staging and UAT environment availability across complex features, tasks and bug fix releases and created the requirements for user acceptance, smoke and regression test plans.
- Hosting scoping sessions with clients to formulate and document business requirements, create project plans and system specifications.
- Carried out audits across clients to analyse and update user training guides, monitor formal training sessions and review technical specification documentation across the multi-channel eCommerce platform 'Cascade'. Meanwhile adding corrective action plans to resolve issues and enforce best practise standards are upheld. Frequently updated client systems infrastructure, integrations and delivery fulfilment data modelling diagrams using Visio/Lucidcharts, to ensure all development documentation is consistently accurate.
- Building and maintaining an automated testing service across all website checkouts.
- Daily monitoring and troubleshooting systems by elicitation of the technical details in case of the issues submitted by users, initial diagnostics and analysis and finally resolving issues by consulting with the technical development team.
- Analysing trends and potential high risks across platforms by regular infrastructure review assessments and propose potential approaches for upcoming improvements/upgrades to software and hardware strategies.
- Regularly collaborate with users to provide technical expertise, assistance supporting systems and advising best practises for various operational procedures. Liaise with management; reporting on quality control outcomes and propose the most beneficial features to incorporate into 'Cascade' to optimise functionality and grow the eCommerce platform.

📖 EDUCATION

GCSE'S
2003/2006
Double Science Award
Electronics
English Language & Literature
Mathematics & Statistics
ICT Double Award
📍 Tadcaster Grammar School

A-LEVEL'S
2006/2008
AS
Biology
A2
Computing
Systems & Control
📍 Tadcaster Grammar Sixth Form

CIW PROFESSIONAL
2011/2013
CIW Internet Business Associate
CIW Web Foundations Associate
CIW Site Development Associate
CIW Network Technology Associate
📍 Computeach

⌚ TIME LINE

2003 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013

📈 PROFESSIONAL SKILLS

Skill	Rating
HTML5	90
CSS3	85
JQUERY	75
SCRUM	90
BOOTSTRAP	85
WORDPRESS	75
PHOTOSHOP	90
ILLUSTRATOR	70
MAGENTO	90
BIGCOMMERCE	80

👤 WHO AM I?

HONEST CONSISTENT
AMBITIOUS ANALYTICAL HARDWORKING
CREATIVE RELIABLE COHERENT
LEWIS

📍 INTERNATIONAL EXPERIENCE

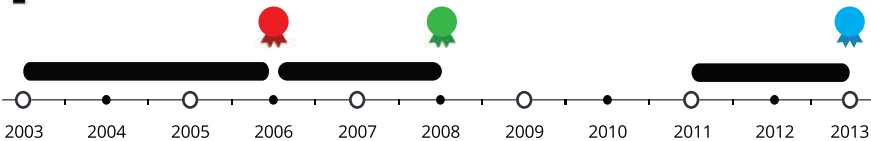## ⭐ INTERESTS

ECOMMERCE AFFILIATE-MARKETING
FORMULA-ONE
S.E.O. SOCIALMEDIA TENNIS
NETFLIX MUSIC SOCIAL
MEDIA WEBDESIGN PING
PONG FOOTBALL READING UX-DESIGN

👍 REFERENCES

Available Upon Request

🏅 CERTIFICATIONS

PSM 1   CIW

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