Dr Daniel Joseph Bradfield

Soodstrasse 6,
8134 Adliswil, Switzerland
+41 79 900 30 02
daniel.bradfield@aimafin.com

Born: 16th March 1977 in London, UK
Civil status: Single
Nationalities: Swiss and UK

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PROFILE

- Senior IT business analyst, with a special focus with on service digitisation with ServiceNow and improving customer experience in global financial services organisations, including Swiss Re

- Served for two years as a business analyst and requirements engineer for Microsoft Dynamics CRM at ACOLIN Fund Services, a service provider to asset management organisations

- Familiarity with agile development in both product owner and business analysis roles, the use of Jira and Confluence, creating user cases & stories, defining acceptance criteria, UAT and backlogs

- Able to create user interface mock-ups and non-functional prototypes in Balsalmiq/Axure XP

- Skills include analysing and visualising data with Excel and excellent German

EMPLOYMENT HISTORY

Contractor - Business Analyst/IT Consultant   **Jan 2022 – Present**

ServiceNow Lead Process Consultant – DXC Technology Switzerland   *Jan. 2022 – Apr. 2022*

Business Analyst   **Jan 2020 – Dec 2021**

Project Management Office, ACOLIN Fund Services, Zurich
Reporting to the CEO, responsible for identifying business/functional requirements for digitisation of processes to onboard new clients for business services in Microsoft Dynamics 365/CRM. Achievements included:
- Mapping and improvement of current client onboarding processes for key services (accounting for >90% business revenue), and end-to-end digitisation in Microsoft Dynamics
- Capture and design of business requirements for new client services and implementation, creation of functional requirements and implementation in Microsoft Dynamics

Vice President, Self-Service Solutions Consultant   **Aug. 2016 – Sep. 2019**

Customer Experience & Digital Delivery, Swiss Re, Zurich

Responsible for digitisation and continual improvement of employee services offered by Swiss Re's Global Operations, with a special focus on continually improving customer (employee) experience. Selected achievements and projects include:
- Designing, specifying, and implementing a self-service tool to technically on-board external consultants and contractors, which was then implemented successfully in Swiss Re's ContactOne Service Portal (ServiceNow, SSON Award Winner)
- Implementing Starmind, an artificial intelligence-driven tool to create a dynamic corporate memory, which helps employees to find an answer to any question

Vice President, Expert Knowledge Management   **Feb. 2011 – Jul. 2016**

Service Operation Processes, Information Technology, Swiss Re, Zurich
Responsible for establishing, developing, implementing, and improving 'Service KM'. Achievements include:

- Delivery of a major strategic project to develop a user-friendly self-service portal for customer services provided via the ServiceNow IT Service Management platform
- Owning the Service KM process: defining roles, KPIs, and governance framework

- Developing and operationally managing a KM IT system (in ServiceNow), enabling Swiss Re Global Operations stake-holders (IT, HR, Legal & Compliance and Logistics) to effectively manage and share knowledge needed to support their services

Knowledge Management Coordinator — Jan. 2008 – Jan. 2011

Alstom (Switzerland) Technology Function

Responsible for running and supporting the Alstom Power Technology KM Project. Personal achievements included:

- Development and management of a strategic KM roadmap for R&D function
- Identification and mapping of transverse knowledge sharing opportunities, such as communities of practice ('Scientific Communities') across all Businesses executing R&D
- Management and implementation of project to map critical R&D knowledge across all specialist disciplines in Alstom Power (47,000 employees).

Postgraduate Study - Employment — June 2004 – Sept. 2007

PhD: Industrial Collaboration at Vaillant Group

Deliverables included a knowledge audit of the product development business process and a classification of product development project knowledge.

Systems Support Engineer, Engineering Systems Group — Nov. 2001 – Sept. 2002

ABB Turbo Systems (Switzerland)

Reconditioning Engineer, Customer Services — Mar. 2000 – Oct. 2001

ALSTOM Power (Switzerland)

Materials Software Development Engineer *(8-month project)* — July 1999 – Feb. 2000

ABB-ALSTOM Power (Switzerland)

EDUCATION

PhD Manufacturing — June 2004 – Sept. 2007

Cranfield University, UK

MSc Manufacturing: Management and Information Systems — Oct. 2002 – Sept. 2003

Cranfield University, UK

BEng (Hons) Materials Science and Engineering — Oct. 1995 – June 1999

Imperial College of Science, Technology and Medicine, London, UK

LANGUAGES

- English (native speaker)
- German (fluent)

IT/OTHER SKILLS

- Agile development methods; data analysis; ITIL v3 Foundation; ITIL Continual Service Improvement
- Axure RP, Balsamiq Wireframes; Confluence; Jira; MS Dynamics; MS Excel; MS SharePoint; Protégé Ontology Editor; ServiceNow

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INTERESTS

- Computer games; current affairs; films; history; museums; painting and drawing: weight-training