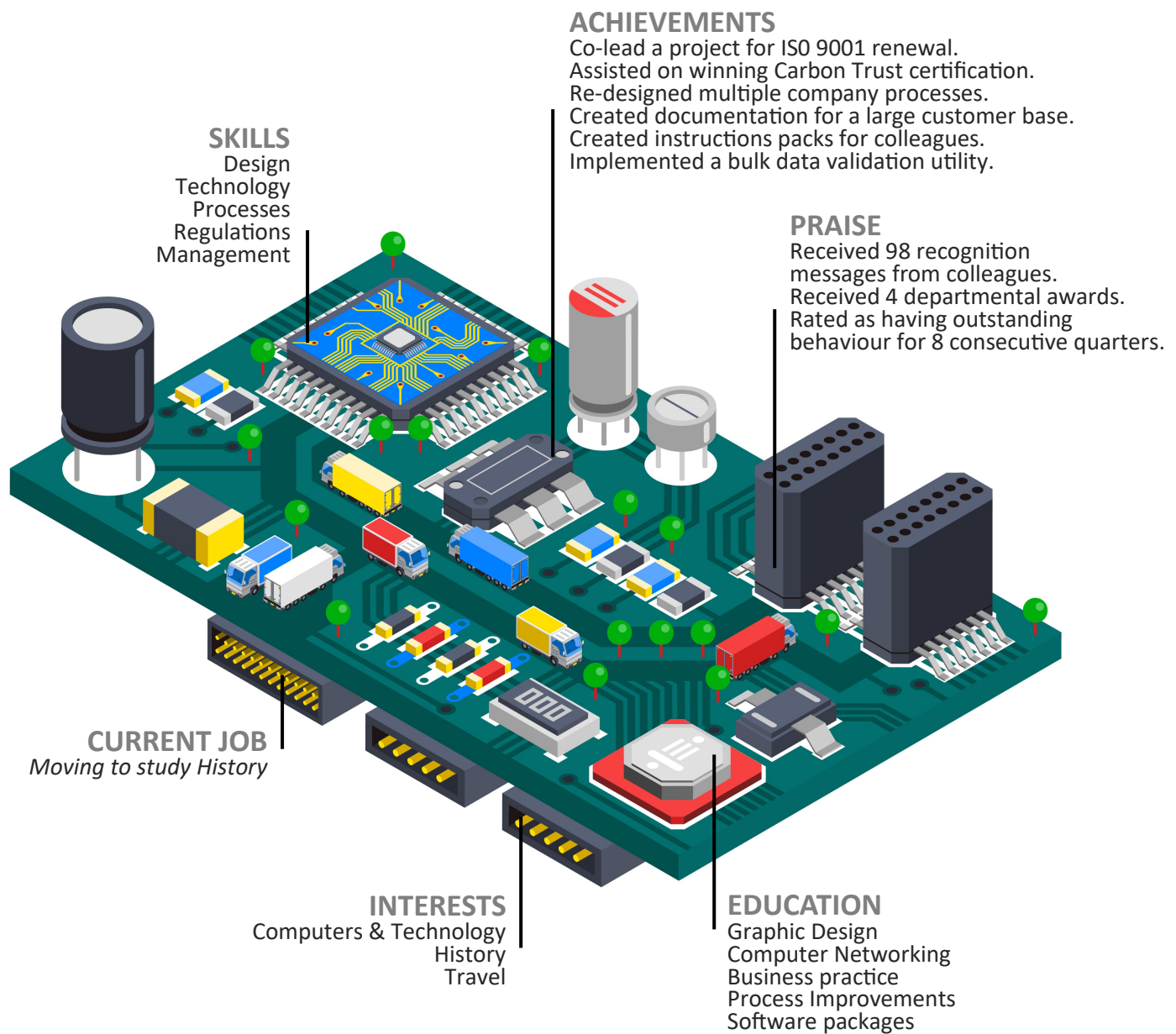




JAMES M. GREEN

ANALYSIS & DESIGN





JAMES M. GREEN

ANALYSIS & DESIGN

JOB HISTORY

BRITISH GAS

Governance Executive

Nov 2018 - Dec 2020

I&C Governance | British Gas UK Business

Identifying operational and regulatory risks.
Creating and chairing presentations for stakeholders, upper management, and company directors.
Intra-day monitoring of risks and agreed improvement plans.
Producing and analysing reports.

Senior Analyst (Promotion)

Nov 2017 - Nov 2018

Invoice Assurance | British Gas UK Business

Organized team huddles and workload.
Oversaw billing issues.
As below.

Analyst

Apr 2016 - Nov 2017

Post SAP Reporting/Invoice Assurance | British Gas UK Business

Managed Projects.
Designed and adapted multiple processes.
Improved the quality and timeliness of customer data reporting.
Took charge of team meetings.
Created instructions for new starters
Supported a team of six people.
Created customer reports.
Assisted with billing issues.

Customer Operations Agent

Feb 2015 - Apr 2016

Customer Relationship Support | British Gas Business

Customer Operations Specialist

Jan 2014 - Feb 2015

Multi-Site Business Movers | British Gas Business

OTHER COMPANIES

Assistant (P/T)

1999 - 2014

Administration & Events | Lark Rise Flowers

Agent (Temp)

Jun - Aug 2010

Order Entry & Processing | GN:ReSound

Agent (Temp)

Oct - Dec 2009

Document Management | Capita TDS

Retail Assistant

1999 - 2001

Print & Copy | Office World

C.A.D. Assistant (Work Experience)

July 1998

CyberDesk

EDUCATION | CERTIFICATES | COURSES

Model data in Power BI	Microsoft Learn
Get data with Power BI Desktop	Microsoft Learn
Get started building with Power BI	Microsoft Learn
I&C Energy Advisor Programme - Billing Procedures	British Gas UK Business
Information Security Essentials 2020	Centrica
Our Code (2020)	Centrica
I&C Energy Advisor Programme - Credit and Risk Management	British Gas UK Business
I&C Energy Advisor Programme - Imbalance / Settlements	British Gas UK Business
I&C Energy Advisor Programme - Understanding Prices	British Gas UK Business
I&C Energy Advisor Programme - Flexible Products	British Gas UK Business
I&C Energy Advisor Programme - Recap of the Energy Market	British Gas UK Business
I&C Energy Advisor Programme - Metering	British Gas UK Business
I&C Energy Advisor Programme - Understanding Energy Bills (Basic)	British Gas UK Business
I&C Energy Advisor Programme - Opportunities For Our Customers	British Gas UK Business
I&C Energy Advisor Programme - Who Are Our Customers	British Gas UK Business
Healthy Working	Centrica
agil8 - Agile and Scrum Awareness	Centrica
Our Code (2019)	Centrica
General Data Protection Awareness (GDPR) Compliance	Centrica
Our Code	Centrica
Competition Law	Centrica
Customer Vulnerability	Centrica
Lean Sig Sigma	University of Bedford
Learn to Code - Fundamentals	QA.com
Diversity, Respect & Inclusion for Employees	British Gas UK Business
British Gas Health and Safety and Environment Induction Module	British Gas Business
British Gas Data Protection elearning 2012	British Gas Business
CCNA Discovery: Networking for Home and Small Businesses	Oxford & Cherwell Valley College
BTEC National Diploma in Graphic Design	North Oxfordshire College
Web Publishing Expert 2000 (NetG)	Learndirect.co.uk
Web Publishing Advanced 2000, Microsoft FrontPage (NetG)	Learndirect.co.uk
Nine GCSEs	The Cooper School
Certificate for ncfE Desktop Publishing	The Cooper School
Certificate for Design in Education Week	The Cooper School

VOLUNTEERING

Administration, Events July 2017	Shelswell History Festival
Assistant site manager, looking after fencing, signage, and stall holders. Implemented the visitor payment system.	
Administration, Advertising, Events Oct 2012 - Feb 2013	Stowe House Preservation Trust
Created a functional employee database. Assisted with multiple projects and the visitor experience.	
Conservation, Archaeology 2009 - 2010	The Wychwood Project, Oxfordshire County Council
Created maps and analytical data. Worked on many landscape projects (including wood management and park sustainability).	
Archaeology 2009	Oxford Archaeology
Archaeology 2009	Oxford University
Conservation, Events 2009	The Northmoor Trust