

Overview

Rick has extensive experience in the definition of strategy, solution architecture, project management, development and quality assurance of information management solutions, particularly in data warehousing and business intelligence. He has broad experience of risk management solutions in financial services (credit and operating risk under the Basel II accord, transaction fraud and impaired assets), telecommunications (mobile fraud and credit risk) and airlines / travel agent (revenue assurance and passenger revenue accounting). His management accounting experience enables him to provide complimentary technical solutions in the areas of performance management, cost accounting, system accounting and IFRS.

Since starting his consulting career in 1996 he has delivered solutions for organisations including B SkyB, the BBC, Virgin Mobile, Telstra, Australian Department of Defence (DMO), ANZ Banking Group, Commonwealth Bank, National Australia Bank, Citibank, Britannia Life, Bank of China, IOOF Investments, Lloyds Banking Group and JP Morgan Chase.

Prior to setting up as an independent information management consultant, Rick held senior management positions with big 5 consulting organisations BearingPoint and Andersen Business Consulting in both Australia and in Europe following roles as a management accountant, software specialist, system administrator and operations research programmer.

Contact Information

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Qualifications

Bachelor of Engineering (honours) Aerospace Engineering, University of Bristol, United Kingdom, 1989
Master of Science (Distinction) Architecture: Advanced Environmental and Energy Systems, Graduate School of the Environment / University of East London, 2010
PRINCE2 Practitioner, October 2006

Professional Memberships

Associate Member, Chartered Institute of Management Accountants (UK), 1997

Project Skills

Project management, business analysis, post-implementation review, budgeting and forecasting, quality assurance, cost analysis & management, complex issue resolution, scheduling, PRINCE2 Practitioner.

Industry Skills

Financial services credit risk (regulatory / Basel II and operational), financial services transaction fraud, financial services performance management, telecoms fraud detection, airline revenue assurance, airline accounting and finance, airline discounting.

General Technical Skills

Data warehousing, data integration, business intelligence, information management, metadata management, SDLC, development approaches, development management, application and solution architectures, data architecture, configuration management, systems integration, data modelling, complex modelling, methodology development.

Specific Technical Skills

Oracle (7, 8, 9i, 10g, 11g, OLAP, PL/SQL, Discoverer, Financial Analyzer, Designer/2000), BusinessObjects, Informatica (PowerCenter 7.1.2, PowerAnalyzer, Metadata Reporter), Cognos, ERwin 4.x / 7.x, IBM (DB/2), Evoke Axio 4.4, Actimize, Connect:Direct (including Secure+), Fair Isaac Falcon, 41st Parameter, Entrust, RSA, Windows Server 2003, Axiom SL.

Relevant Experience

ANZ Banking Group, Melbourne (2011-12) – Senior Engineer, Information Management

Reporting to the Head of Information Management, Rick's main responsibilities were to support main programmes of work (including FTP, Liquidity Risk Reporting and the Australia Information Platform) as well as developing blueprints for information related assets and streamlining the internal development processes. Key contributions were to develop the work packages for metadata management and data modelling, review of data integration approaches and enhancement of data integration architecture based around the IBM InfoSphere toolset.

JP Morgan Chase (2010-11) – Solutions Architect, Global Finance Technology

Rick worked as the solution architect for the UK Strategic Regulatory Reporting Replacement Programme to develop the conceptual architecture and the high level design. Rick assisted in the vendor evaluation workstream providing technology support for the RFI and RFP to select the calculation (Basel II standard approach), external reporting (Bank of England and FSA) and business process support aspects of the solution. Rick was heavily involved in the deployment of the solution based on the Axiom Software Laboratories suite deployed on Linux and Oracle.

Lloyds Banking Group (2007-9) – Senior Solutions Architect, UKRB Risk Management

Rick worked on a number of solution architecture engagements within the bank developing high level designs for projects with a focus on credit risk and transaction fraud detection (across internet, telephony, ATM and EFTPOS channels using Fair Isaac Falcon and Actimize) both for Lloyds Heritage and for the wider Lloyds Banking Group. His credit risk work covered offshoring risk analytics, implementation of multiple credit reference agency scoring, impaired asset provisions (ensuring SOX compliance), multi-channel transaction fraud detection using Actimize, Basel II reporting and the credit risk analytics platform based on SAS and Teradata.

Rick provided interim cover as the Risk Business Unit Architect reporting to the CIO which involved developing strategy, architecture and roadmaps for initiatives within a complex, rapidly changing portfolio. In addition to providing top level direction, the role also required the development of solution designs and ensuring projects are subject to due diligence through a group wide governance framework.

National Australia Bank (2005-6) – Solutions Architect / Project Management, Enterprise Information Management

Rick worked as both a solution architect and as a project manager during his time at NAB. As a solution architect he undertook engagements covering: development of a prototype product accounting engine based on Teradata's Financial Services Logical Data Model, transfer pricing of data warehouse assets and his main piece of work defining the architecture for the Enterprise Performance Management ("EPM") Strategy. As a project manager was tasked with getting a failing project, delivering performance management reporting to business bankers, back on track with result that the application was able to be deployed to production and trialled by the pilot user community.

Telstra (2006) – Solution Architect, Enterprise Data Warehouse Replacement

Rick worked as a solution architect on a transformation programme for this Telco client ensuring critical information was available for decision making during the rebuilding of several crucial applications (such as billing and customer care). Rick's major contributions were in the development of a design pattern approach to architecture, data repository development, metadata management designs and an approach to the Teradata Communications Logical Data Model.

IOOF Investments (2005) – Design Review, Enterprise Performance Management

Rick worked with the client's project management and enterprise architecture team in providing an independent design review of the initial phase of a management information systems implementation. The scope of the review covered design, architecture and project management artefacts. As a result of the review an action plan was drawn up that included workshops to address major gaps in the design.

ANZ Banking Group (2003-5) – Architect / Lead Designer Basel II Risk Management

Rick worked in the role of Application Architect / Lead Designer for the Basel II Credit Risk Management solution. He developed a detailed design of a credit risk information store and calculation engine from the regulator supplied requirements able to comply with the Basel II credit risk accord and played a key role in the Request for Proposal stage of the project. In his role of lead designer, Rick headed up both the database and application design teams, devising an agile development approach to improve code quality and increase developer productivity using the Informatica toolset. Rick also developed the blueprint for providing information for credit risk modelling and validation as well as a solution to address the needs for model stress testing under the Basel Accord. Later in the project, Rick was able to incorporate impaired asset provisions into the solution saving ANZ significant expense in developing their response to the IFRS requirements.

Commonwealth Bank (2003-2004) – Information Architect, Group Security Division

Rick began his engagement with CBA by defining the business intelligence (BI) vision comprising of reviews of business strategy, key issues and requirements from a number of business areas, definition of initiatives, high level architecture (incorporating the Bank's data warehouse) and business plans designed to significantly increase the efficiency and effectiveness of the divisional use of information assets. Following the success of the BI strategy, the information architecture was extended to incorporate several new systems and information categories. He also assisted with the planning for the portfolio of Business Intelligence projects by developing the business case, project approach, organisation structures and high level design with the client and external vendor personnel.

Anomalous Behaviour Detection System Project (2003-4) – Solution Architect / Design Lead

Rick was the solution architect and design lead for this government assisted initiative to investigate the applicability of data mining techniques in identifying unusual behaviour in online banking to reduce fraud and increase consumer and small business confidence in transacting over the internet. The project pilot was built on an Oracle 9i platform and was trialled at a major Australian financial services institution. The results of the pilot were positive and were used as a basis to implement a production solution.

Bank of China (2003) – Quality Assurance Manager, Credit Risk Management

Rick conducted a short quality assurance review of the prototype Basel credit risk system prior to the production implementation. The review covered the end-to-end development process with specific focus on the ETL (Ascential DataStage), data quality and the data model. As a result of the review a 50 point action point plan was submitted that was followed by the development team.

Department of Defence, DMO (2003) – Solution Architect / Design Lead, Force Sustainability

As a continuation of his role as Solution Architect, Rick led the technical team in the development of the Phase 1 data warehouse incorporating the reporting (Cognos 7.x OLAP and Impromptu) and identification of asset provisioning information for this government department. The system incorporated a full end-to-end DB2 data warehouse, loaded using Ascential (now IBM) DataStage with web-delivery of results.

ANZ Bank (2002) – DW Architect, Customer Data Management

Rick worked with the data and infrastructure team of the customer management group to provide a structured program plan to improve the quality, functionality and perception of the main retail customer data mart. Information was gathered directly from the system and from interviews with key system users to provide a program of work in the categories of strategy, business requirements, architecture, data models, tool rationalisation, data sourcing, quality assurance and system administration.

ING Australia (2002) – DW Architect, Management Information Strategy

Rick developed the architecture to support the Management Information strategy. An implementation architecture was developed to provide discrete, logical steps to move towards the target architecture over a number of iterations using the existing toolsets and developing software standards.

Sensis (2001) – Program Co-Lead, Complex Infrastructure Replacement

Rick was the program co-lead for a large scale architectural assessment and selection program that aimed to align the business and IT strategy. Rick initially assisted with the set up of the program office and then moved into providing assistance for the commercial aspects of the selection process, the analysis of the software technical platforms, the architecture of the content management platform and the development of the rollout program plan.

sky.com (2000) – Development Manager, sky.com Platform

This large project for a UK based satellite broadcaster replaced the company's existing internet presence with a scalable, upgradeable, content management platform (supplied by Vignette and operating on an Oracle database). Rick completed his assignment with B SkyB as the development manager for Phase 2 of the sky.com site that included Sky Sports and Sky News. Rick was responsible for the planning and execution of the phase leading the teams for the Vignette development, internal and external interfaces (written in Java using IBM VisualAge and hosted by IBM WebSphere, search (Autonomy) and chat, content (including content migration also written in Java and Oracle PL/SQL) and data architecture (where he was the principal data architect). Phase 2 was delivered on time and on budget and incorporated a higher than expected level of functionality. The site won Forrester Europe's eCommerce site of the year in 2001.

Virgin Mobile (2000) - Solution Architect, Revenue Reporting

Rick's role as Solution Architect on this project was to select and set up the environment and train the engagement team in data warehousing design techniques to enable the accurate capture of the business requirements and the subsequent translation into system design. Virgin Mobile required a rapid reporting solution following their entry into the UK Mobile Phone marketplace. As part of this process Rick developed a data mart methodology with which to train other engagement teams. The selected architecture used Oracle 8.1.5 as the database with Oracle Designer as the design repository, Informix DataStage as the ETL engine and BusinessObjects for reporting.

BSkyB (2000) – Information Architect, Contact Centre of the Future

This short project involved the analysis of BSKyB's customer information requirements for the purposes of designing a Request for Tender that BSKyB could use in selecting a solution for a future contact centre. Rick was the Information Architect defining requirements for the tender process including the integration of their current data warehouse and marketing intelligence systems into the CRM.

British Broadcasting Corporation (1999-2000) – Project Manager / Design Lead, Talent Costing

This project, for a large British national cross-media broadcaster, provided production senior management access to all talent contract information for the first time. This was achieved through the use of an Oracle data mart (based on Oracle DataMart Suite) that incorporated data from nine different source systems based on four different architectures. Rick provided both project management and design skills and led the team in the analysis, design and implementation of the system which incorporated a custom front-end built using BusinessObjects to extract the information easily for non-system users. The production of the data mart allowed senior management to explore the information on talent for use in negotiation and inflation management.

One 2 One (now Deutsche Telekom) (1999) – Technical Team Lead, Credit Risk Management / Commissions

Rick completed two engagements for One2One as a technical team lead on Oracle database design projects. The first engagement was a review of the credit risk policies and how they translated into the bad debt charge which resulted in changes to One2One's credit risk scorecard. The second engagement was a review of the commissions that had been paid to dealers which resulted in claw backs where commissions had been incorrectly claimed.

Oracle UK Consulting (1998-9) – Senior Consultant, Decision Support Systems

Rick conducted a large number of short engagements while at Oracle mostly aimed at the design and implementation of financial budgeting solutions built around the Oracle Financial Analyzer and Oracle Express tools. He completed engagements for the following clients: UK MoD Procurement Executive, J Sainsbury's Plc, Britannia Life, Citibank, Hertz Leasing International, Angel Train Contracts, Three Valleys Water, Folkestone and Dover Water, General Utilities, Dun and Bradstreet, Book Club Associates, Northern Electric, HP Bulmer and also worked on the Oracle Support Helpdesk

Daiwa Europe Ltd (1996) – Budget Accountant, Merchant Banking

In addition to his line role as budget account providing management information, Rick developed the profit and loss and costing system as well as completing additional projects such as bank charge allocation and client account reconciliation.

British Airways plc (1993-1996) – System Accountant, Airline Discounting

In his line role of system accountant of the airline's worldwide revenue discounting system, Rick developed the operational reporting packs and accounting matrices to improve the efficiencies in the revenue audit function and revenue reporting procedures. This role was pivotal in developing Rick's understanding of large scale data management solutions.

British Airways plc (1990-1993) – Operations Research Programmer / Network Support Analyst

As part of the route cost support team Rick worked with the end users to enhance the functionality of the airline's major cost allocation system that analysed BA's route performance over a number of dimensions (such as aircraft type, sector, region etc.). He also took responsibility for the teams emerging PC support requirements and ultimately moved to form the support team for BA's Passenger Revenue department operating as a database and system administrator.

Professional Background

Owner, Krake Limited, United Kingdom (Feb 2007 – onwards)

Owner, Dachs Information Engineering, Australia – Director (Apr 2003 – Dec 2006)

BearingPoint - Senior Manager (Jun 2002 - Apr 2003)

Andersen Business Consulting (UK / Australia) – Senior Manager (Dec 1997 - Jun 2002)

Oracle UK – Decision Support Solutions - Senior Consultant (Sep 1996 – Dec 1997)

Daiwa Europe Ltd - Budget Accountant (Apr – Aug 1996)

British Airways plc, Revenue Finance (Assurance) - System and Accounting Specialist, Worldwide Discounts (Nov 1993 - Apr 1996)

British Airways plc, Information Management – Senior Support Analyst / Op Research Programmer (Jan 1990 – Nov 1993)