Miles Waite

Bingham, Nottinghamshire, UK | Mobile: 07484 235133 | Email: waite.miles@googlemail.com

Website: https://mileswaite.net | (interactive AI portfolio)

Professional Summary

Senior Business Analyst & Systems Architect with 20+ years architecting enterprise platforms across energy trading, risk management, e-commerce, and AI systems. Specialise in GenAI implementations—recently built RAG system reducing customer queries by 40% for 200+ stakeholders. Bridge business strategy and technical execution: requirements engineering, API design, and hands-on development (TypeScript, Next.js).

Professional Experience

Independent Consultant | Business Analyst & Systems Architect – Remote | Nov 2023 – Present

- Designed and implemented context-aware RAG (Retrieval-Augmented Generation) system for construction portfolio management, transforming static documentation into a conversational AI interface for 200+ stakeholders
- Reduced customer service query volume by 40% via AI-powered self-service portal enabling 24/7 project information access
- Defined REST API and data architecture enabling rapid content updates with <1s response times
- Built scalable AI chat interface using TypeScript, Next.js, and Groq (Llama 3.1 8B), demonstrating measurable ROI via user interaction analytics
- Eliminated manual query handling bottlenecks, freeing project managers for strategic work

Business Analyst | Enterprise E-commerce Platform – SME E-commerce Client, Bingham, UK | Oct 2015 – Oct 2023

- Led multi-phase enterprise e-commerce implementation using Magento Enterprise
- Captured and managed requirements supporting >10,000 monthly transactions and £2M+ annual revenue
- Orchestrated migration of 250,000+ inventory items into bespoke database architecture, eliminating legacy spreadsheet dependencies
- Improved order processing efficiency by 35% through workflow automation and system integration
- Ensured 99.5%+ system uptime via proactive monitoring and issue resolution
- Bridged technical development team and business stakeholders, translating complex requirements into deliverable features

Lead Business Analyst | E.ON Energy Trading – Düsseldorf, Germany | Nov 2010 – Aug 2015

- Led 15-developer team delivering large in-house enterprise risk modelling platform for 120+ traders, risk managers and analysts across gas, oil, and structured products
- Transformed risk reporting from next-day to intra-day delivery, improving trading responsiveness and decision-making speed by 60%
- Decommissioned 100+ critical Excel spreadsheets, implementing full audit trail and version control, reducing operational risk exposure
- Delivered complete Endur product implementations including VaR calculations, Monte Carlo simulations, and scenario modeling
- Established requirements engineering framework and agile delivery processes for multi-country trading operations
- Enhanced trader productivity by 25% through streamlined workflows and automated data validation

Sourcing Analyst | E.ON Energy Trading – Düsseldorf, Germany | Jan 2009 – Oct 2009

- Managed procurement processes and vendor relationships for IT infrastructure projects
- Developed business requirements catalogues supporting technology sourcing decisions
- Improved contract management processes, reducing approval cycles by 30%

Sourcing Analyst | HBOS Investment Hedge Fund Managers – Edinburgh, Scotland | Mar 2003 – Dec 2008

- Delivered sourcing analysis and procurement support for IT and investment operations serving £2B+ AUM fund portfolio
- Created standardized requirements documentation framework adopted across investment teams
- Led vendor evaluation and contract negotiation for critical trading and risk systems
- Reduced technology sourcing costs by 20% through competitive tender processes and SLA optimization

Technical Skills**:**

- Business Analysis: Requirements elicitation & engineering, process mapping, workflow optimization, stakeholder management, business case development
- AI & Data Systems: RAG systems, prompt engineering, knowledge management, data architecture, API design
- Enterprise Platforms: OpenLink Endur, Magento Enterprise, trading & risk systems, e-commerce platforms
- Analytics & BI: Power BI, Excel (advanced), data modeling, KPI tracking, financial analysis
- Development: TypeScript, Next.js, REST APIs, PHP/MySQL, Linux, Git
- Methodologies: Agile/Scrum, PRINCE2, MSP, UML

Professional Development & Education

- Santa Fe Institute – Introduction to Complexity & Dynamical Systems |August 2025 Applying network theory and emergent behavior models to risk management, market dynamics, and AI system architecture
- Nottingham Law School – Graduate Diploma in Law (GDL) | 2003
- Certifications: Scrum Master, UML, PRINCE2 Practitioner, MSP (Managing Successful Programmes)

Interests

Photography, music production (Ableton Live), reading across technical and fiction genres

References

Available upon request