

# Iain Cheyne

Contract Product Owner & Business Analyst

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Skilled in agile development and strategic roadmaps. Delivers innovative, profitable products by translating complex business needs into solutions for FTSE 100 clients and public sector organisations.

## Skills

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- Product & Analysis:** Roadmap Strategy, User Stories (INVEST/Gherkin), UX Prototyping (GDS/Figma), Process Modelling (Miro/Visio), UML, Non-functional Requirements, Business Cases, Gap Analysis.
- Project Management:** Scrum Leadership, Agile Coaching, UAT Management, Prince2 Practitioner, SDLC Management, Test Scripting/Automation.
- Tools:** Jira, Azure DevOps, Rally, Mingle, Pivotal Tracker, MS Project, Planview, Enterprise Architect.

## Professional Experience

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### Defra | Business Analyst (Contract) | July 2025 – Present

*Modernising UK livestock tracking for biosecurity.*

- Led discovery and stakeholder playback for major livestock health initiatives (Vet visits, BVD, and PRRS eradication).
- Mapped complex processes with APHA subject matter experts to validate requirements for biosecurity.
- Documented comprehensive bovine TB vaccine requirements for delivery team handover.
- Analysed data specifications to inform BVD and PRRS test import APIs and created UX prototypes for service design.

### Essentra | Business Analyst (Contract) | Jan 2025 – June 2025

- Identified AI/ML dynamic price optimisation opportunities with potential annual margin improvements of £0.52M–£1.04M.
- Defined D365 requirements for pricing automation, proposing a shift to 'per minibag' pricing to eliminate rounding errors.
- Automated regional pricing via a generic currency model and simplified tiered discount structures based on customer segmentation.

### Informa | Business Analyst (Contract) | Oct 2023 – Dec 2024

- Analysed CMS strategy across 2,500+ websites for events.
- Led the technical evaluation phase (RFP) for an Identity & Access Management System across the global estate.

## HM Passport Office | Product Manager (Contract) | March – Oct 2023

- Led a team of BAs and UX professionals managing DAP (Digital Application Processing), the core backend system for passport issuance.
- Negotiated feature priorities and managed the product roadmap with high-level stakeholders.

## HMRC | Business Analyst (Contract) | July 2022 – Jan 2023

- Managed requirements for an enterprise matching service re-platforming from Neo4j to Apache Spark.
- Developed a detailed roadmap to align delivery expectations with complex development timelines.

## Previous Contract Experience

<b>Fnality</b>	Business Analyst (Jan – June 2022) Managed Swift CSP Approvals with the Bank of England; redesigned technical business requirements processes.
<b>Pret A Manger</b>	Product Owner (Oct 2020 – Dec 2021) Delivered “Order Ahead” and “Pret Drops” online ordering; migrated coffee subscription systems to pret.co.uk.
<b>Thames Water</b>	Business Analyst (2014 – 2016, 2019 – 2020) Validated the five year capital investment plan for Ofwat; built a leak detection app used by 500+ external technicians.
<b>Vodafone</b>	Business Analyst (2012–2013, 2019) Developed Oracle CPQ pricing modules in Salesforce; analysed call recording requirements for FSA compliance.
<b>Barclaycard</b>	Business Analyst (2016 – 2018) Developed iOS SDK for Apple Pay; integrated alternative payment platforms (Alipay, Masterpass) and Oracle OPI.
<b>Centrica</b>	Scrum Master/BA (2010 – 2012) Led requirements for the largest SAP CRM implementation in Europe, facilitating workshops for 60+ stakeholders.

## Early Career

- **Screwfix** (2009–2010), **Carphone Warehouse** (2004–2009), **SHL Group** (2002–2003).
- Additional roles (1996–2001): Barclays Capital, ADP Wilco, Nat West Markets, Lloyds Bank.

## Education

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- **MSc Business Systems Analysis and Design** | City University, London
- **BA Archaeology (2:1)** | University College London (UCL)