

Kristian Matthews-Kennington

Market Operations Improvement Analyst

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Professional Profile

Analytical Market Operations Improvement Analyst with over three years of experience at Engie, bridging operational needs, data and technology delivery across B2B energy supply and digital products. Experienced in stakeholder collaboration, process mapping and requirements analysis, user stories, acceptance criteria, testing, governance controls, change documentation, backlog support, data analysis, reporting and knowledge management, with a technical background spanning Microsoft 365, Power BI, and full-stack development. Combines current delivery experience with earlier software development across data, integrations and defect resolution, plus practical knowledge of meter data and MHHS readiness. Currently completing a Level 4 Associate Project Manager qualification. Known for organising complex work, translating insight into clear actions and building tools and guidance that improve consistency, capability and customer outcomes.

Core Capabilities and Achievements

- **Requirements & Functional Analysis:** Translates stakeholder needs and operational evidence into prioritised user stories, acceptance criteria, functional specifications and phased implementation plans.
- **Testing, Validation & Controls:** Defines validation rules, test checks and measurable success criteria; built and tested Power Automate workflows with import validation, duplicate handling and outcome logging.
- **Process Mapping, Improvement & Readiness:** Reviews process maps, change impacts and control gaps to support MHHS readiness approval, audit traceability and operational improvement.
- **Stakeholder & Team Collaboration:** Facilitates cross-functional discussions, clarifies business benefit and process impact, supports prioritisation of change demand and backlog items, and trains team members.
- **Data Analysis & Reporting:** Uses SQL in CenterStage, Power BI and Microsoft 365 to analyse complex operational data, surface insights, improve reporting visibility and drive operational excellence.
- **Systems, Integration & Commercial Operations:** Combines full-stack web development and systems integration across Microsoft 365 tools, including SharePoint and Power Automate, alongside Shopify, JavaScript/TypeScript, Node.js, APIs, Git and Swift. Pairs technical delivery with over seven years of customer service experience and hands-on financial administration, compliance and business planning to create commercially grounded, user-focused solutions.
- **Achievements:** Shortlisted for the One Engie Collaboration Award; contributed to 100% fulfilment and zero complaints during peak periods; and supported £4,000 in monthly revenue growth through data-led commercial and customer improvements.

Professional Experience

MARKET OPERATIONS IMPROVEMENT ANALYST
ENGIE | LEEDS

FEBRUARY 2025 - PRESENT

- Partner with Market Operations teams to identify user needs, pain points and improvement opportunities, translating stakeholder feedback and operational evidence into prioritised requirements and tracked actions.
- Author user-story-based feature specifications, acceptance criteria, SharePoint data designs and phased implementation plans for internal Microsoft 365 solutions, defining validation rules, testing checks and measurable success criteria.
- Review process maps and change impacts for MHHS readiness, capturing requirements, control gaps and improvement opportunities to support process approval and audit traceability.
- Create and test SharePoint and Power Automate workflows, including import validation, duplicate handling and outcome logging.
- Support change-demand and backlog discussions by clarifying business benefit, process impact and evidence needed to progress Market Operations improvements.
- Use SQL in CenterStage and build Power BI and Microsoft 365 resources to support operational analysis, reporting and delivery visibility.

- Create and maintain SOPs, training materials and service toolkits, improving access to consistent guidance.
- Build Microsoft 365 and Power BI resources, including SharePoint roadmaps, progress views and skills analysis to make activity and capability visible.
- Develop learning and engagement initiatives, including training and Market Ops Movement, to strengthen digital confidence and adoption.
- Prototype AI-assisted workflows that convert procedure content into reusable presentation and training materials.
- Shortlisted for the One Engie Collaboration Award in recognition of cross-team contribution.

METER DATA ADMINISTRATOR
ENGIE | LEEDS

FEBRUARY 2024 - JANUARY 2025

- Identified and progressed improvement opportunities within meter data operations, collaborating across teams to improve process efficiency and data accuracy.
- Tracked improvement activity and produced reports that supported prioritisation and operational decision-making.
- Created and delivered training that strengthened team capability and consistent ways of working.

Entrepreneurial Experience

CO-FOUNDER
M-K ENTERPRISES | BRADFORD

JUNE 2022 - PRESENT

- Co-founded and operate an e-commerce portfolio including Bear Belts, Mythical Moods and Pocket Bears Apparel.
- Design, build and iteratively improve Shopify storefronts and custom integrations using JavaScript/TypeScript, HTML and CSS.
- Use product, customer and market data to guide sourcing, pricing, merchandising and supplier negotiations.
- Manage supplier relationships, customer experience and financial administration across the portfolio.

DIRECTOR
COZY GLOW | LONDON

MAY 2015 - PRESENT

- Led brand strategy and digital product delivery, building the original e-commerce site, integrating Stripe and Amazon Marketplace, and migrating the business to Shopify.
- Used data, commercial analysis and customer-service improvement to support £4,000 in monthly revenue growth while owning accounting, compliance and financial planning.
- Led the brand design effort, creating a consistent visual identity across digital and print media.

Earlier Professional Experience

SOFTWARE DEVELOPER
BARK.COM | LONDON

MAY 2016 - SEPTEMBER 2016

- Delivered full-stack product features and UX improvements, resolved defects and redesigned the WordPress blog to align with the core product.

JUNIOR SOFTWARE DEVELOPER
INTUITIVE SYSTEMS | CROYDON

SEPTEMBER 2015 - MAY 2016

- Enhanced the iVector platforms using SQL, integrated XML/SOAP services, contributed to architecture and R&D activity, and resolved functional issues.
- Developed new features.

DESKTOP SYSTEMS SPECIALIST INTERN
APPLE | LONDON

SEPTEMBER 2013 - JUNE 2014

- Built a secure near-real-time printer-monitoring web application, supported 300+ users and delivered macOS training and workshops.

MULTIMEDIA DEVELOPER
THE UNIVERSITY OF WESTMINSTER | LONDON

JUNE 2012 - SEPTEMBER 2012

- Awarded a grant to build a data-backed higher-education data-analysis and interface tool for life sciences.

Education & Professional Development

Level 4 Associate Project Manager | QA (2026 - present)

BSc (Hons) Multimedia Computing and Animation | University of Westminster (2011 - 2016)

Vice President of Design, Electronics and Computer Science Society (2012 - 2013). Establishing a consistent brand image and supporting collaboration across the committee.

Charles Darwin School and Sixth Form (2004 - 2011)

Technical Toolkit

Microsoft 365, Power BI, SharePoint and Lists | Shopify | SQL | JavaScript/TypeScript, Node.js, HTML and CSS/ Sass | Git | XML/SOAP and custom integrations | macOS, Windows and Linux/Unix

Hobbies and Interests

Interests include emerging technology to continuously improve my skills, 3D printing, custom home automation and tabletop games. I enjoy applying creativity and technical problem-solving to practical projects and immersive storytelling.