

# Ardit Islami

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## Personal Statement

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First-Class Mathematics graduate and data-focused developer with practical experience in Python, SQL, and foundational machine learning techniques. Skilled at building data pipelines, validating data integrity, and translating complex datasets into actionable insights. Actively developing AI and ML capabilities through IBM AI Engineering specialization, personal projects, and continuous learning. Known for strong problem-solving abilities, adaptability, and cross-functional communication.

## Work History

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### Support Consultant | One Advanced

*May 2022– Current*

Providing technical support for NHS systems, specializing in SQL-driven troubleshooting, data integrity, and process improvements for high-volume environments.

- **SQL Troubleshooting:** Utilized SQL/T-SQL daily to investigate and resolve live database issues, validate critical reports, and manage data quality in high-volume environments.
- **Workflow Optimization:** Reduced support ticket backlog by 50% through strategic collaboration, procedural enhancements, and targeted problem-solving techniques.
- **Process Innovation:** Developed and deployed team-wide customer experience improvements, significantly enhancing service delivery and internal efficiency.
- **Training & Knowledge Sharing:** Created comprehensive training materials and resources, accelerating team onboarding and increasing operational effectiveness.
- **Performance Excellence:** Consistently exceeded SLA targets, establishing internal benchmarks for responsiveness and issue resolution.

### Data Science Intern | *Saving P's*

*Oct 2021– Mar 2022*

Contributed to Python-based data science workflows for a finance budgeting app, focused on forecasting and production-ready analytics.

- **Forecasting Models:** Built and validated time series forecasting models in Python, delivering accurate financial predictions for application users.
- **Data Pipelines & Enrichment:** Developed Python scripts for data cleaning, integration, and enrichment, improving backend analytics and production readiness.
- **Machine Learning Prototyping:** Created initial prototypes of predictive financial models, ensuring scalability and ease of integration into existing data pipelines.
- **Backend Integration:** Reviewed and enhanced backend systems to streamline the integration of machine learning insights into operational processes.
- **Collaborative Insights:** Worked closely with cross-functional teams to translate analytical models into actionable business decisions, facilitating clear, impactful communication of data-driven insights.

### Domestic Assistant | Royal Victoria Hospital

*Aug 2021– Sep 2021*

### Waiter | Grand Burstin Hotel

*Dec 2019– June 2020*

## Education

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### University of Kent

BSc (Hons) Mathematics (**First Class Honours**)

*September 2018 – July 2021*

- Relevant coursework included statistical analysis, logical reasoning, and numerical methods.

### The Folkestone Academy

A Levels: Mathematics (**B**), Physics (**B**), Chemistry (**B**), Business Studies (**Distinction\***)

*September 2016 – July 2018*

## Key Skills and Experiences

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- **Python & Data Pipelines**

Built Python-based tools for data wrangling, validation, and ETL-style logic using Pandas and NumPy; applied across internship, personal projects, and NHS production support.

- **SQL & Data Quality**

Daily use of SQL/T-SQL to investigate live database issues, validate reports, and optimize queries in production environments.

- **Machine Learning Foundations**

Practical experience in foundational ML techniques, including time series forecasting, introductory predictive models, and data enrichment through IBM's AI Engineering Specialization and applied projects.

- **Natural Language Processing & LLM Interest (Developing)**

Actively building foundational knowledge in NLP and large language models through self-study, personal projects, and ongoing AI specialization courses.

- **Deep Learning Frameworks (Beginner-level)**

Exposure to introductory concepts in TensorFlow and PyTorch through structured coursework and personal exploration, with interest in expanding practical expertise.

- **Data Visualization & Reporting**

Created interactive dashboards using Tableau and currently learning Matplotlib and Seaborn to automate visual reporting, reinforcing insights with clear, actionable visuals.

- **Cross-Functional Collaboration & Communication**

Proven ability to bridge technical and non-technical stakeholders by clearly communicating complex data-driven insights and solutions in support roles and internships.

- **Creative & Practical Problem Solving**

Known for rapidly adapting to unfamiliar technologies and workflows to develop innovative yet practical solutions that drive efficiency and value in real-world scenarios.

## Interests

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- **Writing and Reading:**

I enjoy creative writing, especially fantasy fiction, and discovering interesting poetry books. It's a great way for me to explore new ideas and express myself.

- **Learning Languages:**

I'm currently learning Japanese and plan to take on Arabic next. I find language learning rewarding and love the challenge of mastering something completely new.

- **Staying Active:**

I keep fit with swimming, badminton, and regular gym sessions. It's a big part of my routine and has taught me a lot about discipline and consistency.

- **Comics:**

I'm a big fan of Japanese comics and novels. They've always been a source of inspiration and enjoyment for me.