

# Danille Hamilton

## Senior Analyst – Operations Business Intelligence

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Senior Analyst – Operations Business Intelligence with a strong foundation in data analysis, problem-solving, and user-centred thinking, backed by a Psychology degree and a Software Development diploma. Experienced in analysing complex operational datasets, identifying trends, and delivering actionable insights to senior stakeholders. Background across healthcare and energy sectors, with hands-on experience using Python, SQL, and data visualisation to support decision-making, performance monitoring, and process improvement.

### Core Competencies

#### Data & Analytics

- SQL (Postgre & MySQL)
- Python
- Data Validation & Quality Assurance
- KPI definition & tracking
- Trend & root cause analytics

#### Visualisation & Reporting

- Bi Dashboards (operational & exec-level)
- Excel / Google Sheets
- Charts, metrics and performance reporting

#### Tech & Tools

- Python - Django, Flask, PyTest
- JavaScript – React, JUnit
- Typescript
- HTML, CSS
- Shell Scripting
- Git, GitHub, VS Code
- REST APIs

### Professional Experience

#### Senior Analyst – Operations BI

**First Source** | June 2025 – Present

- Built and optimised complex **SQL queries** across large operational datasets to support performance reporting and ad-hoc analysis.
- Developed scalable **Business Intelligence dashboards** using operational KPIs for daily, weekly, and executive-level reporting.
- Used **Python (Pandas, NumPy)** for data cleaning, analysis, and automation of recurring insights.
- Implemented **data validation and quality checks** to ensure accuracy and reliability of operational metrics.
- Collaborated with engineers and analysts to improve **data models, reporting structures, and metric definitions** to meet Service Level Agreements (SLAs).
- Created data automated services which will help with turnaround time.

#### Energy Specialist / Complaint Resolution Specialist

**E.ON Next** via First Source | Nov 2023 – June 2025

- Analysed customer usage, billing, and complaint data to identify recurring issues and patterns
- Used data insights to support resolution strategies and improve customer outcomes
- Worked with internal systems and datasets to investigate anomalies and trends
- Communicated findings clearly to customers and internal teams, translating complex data into actionable explanations

## Healthcare Assistant – BSMHFT

**Birmingham and Solihull Foundation Trust** | May 2021 – Sep 2025

- Supported care delivery within a **mental health inpatient setting**, working in line with NHS clinical governance, safeguarding, and data protection standards
- Accurately recorded and updated **patient observations, incident reports, and care notes** across internal clinical systems
- Ensured **data accuracy and completeness** when documenting behavioural observations, risk assessments, and care interventions
- Monitored and reported changes in patient behaviour, escalation risks, and incidents, contributing to timely clinical and operational decisions
- Worked with multidisciplinary teams (nurses, clinicians, support staff), ensuring information was **clearly communicated and traceable**
- Followed structured workflows and protocols, maintaining consistency across documentation and handovers

## Laboratory Assistant

**Queen Elizabeth Hospital NHS Trust** | Jan 2021 – Mar 2021

- Worked with highly regulated medical data, ensuring accuracy and compliance
- Logged, processed, and validated test data with attention to detail
- Supported clinical teams by ensuring data integrity and timely reporting
- Developed a strong understanding of data quality, documentation, and risk

## PROJECTS

### Portfolio website - React, HTML, CSS

[Github](#) | [Live link](#)

- Designed and developed a responsive website to showcase and promote multiple client and personal development projects.

### Simpson Smash - HTML, CSS, JavaScript

[Github](#) | [Live link](#)

- Designed and developed a 2D browser-based game using JavaScript, integrating dynamic animations, score tracking, and interactive features for user engagement. Optimised for responsive gameplay across devices.

#### **Inkpad - HTML, CSS, Django, JavaScript, PostgreSQL**

[Github](#) | [Live link](#)

- Developed a Django-based platform for reading, writing, and sharing books. Implemented secure authentication, responsive interfaces, and dynamic content management with PostgreSQL integration.

#### **Innovent - HTML, CSS, React, Django, API, PostgreSQL**

[Github](#) | [Live link](#)

- Built a full-stack web app to connect tech professionals with events. Led front-end development with React and integrated Django/PostgreSQL for secure user management and dynamic event content display.

### **CERTIFICATIONS**

#### **Full Stack Software Developer – PASS**

Apr 2023 – Apr 2024

- Code Institute

#### **BSC Psychology –2:2**

Sept 2018 – July 2021

- University of Wolverhampton