

Current & Recent Job Roles

Technical Business Analyst & System Administrator

Stone Signs, Remote - Self Employed

Jun2019

Present

- Managed & delivered on-line Portal solution for customer ordering system.
- Appointed and worked closely with Developer: providing technical specs & conceptual data modelling, carrying out testing & providing feedback.
- Prepared and managed Go-live comms, and 1-month Early Life Support.
- On-going ad hoc administrative business support & system administration.
- Case study details: [Stone-Signs-On-line-Portal-Solution](#)

Technical Business Analyst & Application Developer

Thorn Baker, Remote - Self Employ.

Nov2017

Present

- System development according to specification.
- Providing technical solutions to given scenarios.
- Participating in data migration to new CRM.

Certificate in Data Analytics

Career Foundry

2021

Salesforce Certified Administrator

Salesforce University & Udemy.com

2017

HNC in Graphic Design

Northbrook College Sussex

2007

CIPD Level3 - Certificate in Training Practice

Malpas Flexible Learning

2004

BA(QTS) in Mathematics & Education

Chichester Institute of Higher Education

1998

NVQ 4 Diploma in Engineering Manufacture

Engineering Authority

1994

HNC in Electrical & Electronic Engineering

Northbrook College of Technology

1994

Training & Education

Design &
Development
of System
Functionality

Logical / Analytical

Liaising with IT
Professionals
as well as Non-
Tech Personnel

Interpersonal

Training
Guides &
Documents

Written Comms

Technical
Training &
Support

Verbal Comms

Business
Requirements
Planning

Problem Solving

Summary Statement

A highly organised Technical Business Analyst with excellent communication skills who enjoys collaborating on projects. Possesses the determination and motivation to drive projects forward, and is willing to participate in all stages of a project's life cycle in order to deliver effective solutions. A valuable member of any team with the knowledge and confidence for successful decision making.

Possesses a wide range of technical skills, and finds it easy to use and learn software. Has experience in coding, system development and data analytics. Good interpersonal skills demonstrated having worked with a wide range of people and personalities.

Database
Sys.Admin,
Development &
Support

Databases

Completion
of On-line
SolutionProject
ManagementScript Writing
for Data
Interrogation &
Manipulation

Data Management

Python

new-but-proficient

Word
Whiz

Tableau

reason able

Excel
Super
User

SQL

basic

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Application Support Analyst

Adecco Group, London - Contract

Jan2017

Dec2020

- Maintaining stable Prod. & UAT environments for 35 BondAdapt servers across multiple platforms.
- Providing BAU support for all 5 Brand instances of BondAdapt & ensuring end-to-end continuity.
- Delivering BondAdapt development & bug fixes.
- Manage and resolve system issues as presented by the Business as part of 3rd line support.
- Providing End of Life support, and data extraction for final migration project.

Technical Business Analyst & Application Developer

Adecco Group, London - Contract

Nov2014

Jan2017

- Capturing technical data and information for data mapping and gap analysis.
- Analysing business requirements and interpreting into developmental specs/solutions.
- System development according to specification.
- Assessment, test and evaluation of dev. work.
- Assistance with Go-live and Early Life Support.
- Participate in all phases of the Solution Life Cycle.

Previous Job Roles