

# Hannah Dilley

Technical Business Analyst & System Administrator		
<b>Stone Signs - Remote</b>	Jun2019	Present
<ul style="list-style-type: none"> <li>Managed &amp; delivered on-line Portal solution for customer ordering.</li> <li>Appointed and worked closely with Developer: providing technical specs &amp; conceptual data modelling, carrying out testing &amp; providing feedback.</li> <li>Prepared and managed Go-live communications, and Early Life Support.</li> <li>On-going administrative business support &amp; system administration.</li> <li>Case study details: <a href="#">Stone-Signs-On-line-Portal-Solution</a></li> </ul>		

Soft Skills	Approach
Logical & Analytical	Motivated
Excellent Communication	Organised
Good Interpersonal Skills	Efficient
Great Time Management	Accurate
Enjoys Problem Solving	Reliable
Highly Creative	Honest

	Worthing, West Sussex
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	<a href="https://github.com/HannahDilley">https://github.com/HannahDilley</a>
	<a href="#">Data-Analytics-Portfolio@GitHub</a>

Technical Business Analyst & Application Developer		
<b>Thorn Baker Recruitment - Remote</b>	Nov2017	Present
<ul style="list-style-type: none"> <li>Systems development according to specification.</li> <li>Providing technical solutions to given scenarios.</li> <li>Participating in data migration to new CRM.</li> </ul>		

A Technical Business Analysis and budding Data Analyst with the determination and motivation to drive projects forward and obtain good results. Enjoys collaborating on projects and is willing to participate in all stages of a project's life cycle.

Understands the requirements of the end user and has the knowledge to produce efficient and effective functionality. Proficient at managing, interrogating and manipulating data, and recognises the importance of clean data. Possesses a deep and thorough understanding of coding and best practices.

## Training & Education

<a href="#">Certificate in Data Analytics</a>	2021
Career Foundry	
Salesforce Certified Administrator	2017
Salesforce University & Udemy.com	
HNC in Graphic Design	2007
Northbrook College Sussex	
CIPD Level3 - Certificate in Training Practice	2004
Malpas Flexible Learning	
BA(QTS) in Mathematics & Education	1998
Chichester Institute of Higher Education	
NVQ 4 Diploma in Engineering Manufacture	1994
Engineering Authority	
HNC in Electrical & Electronic Engineering	1994
Northbrook College of Technology	

Technical Skills	Applications
Databases	Python - <u>new-but-relatively-proficient</u>
Data Management	SQL - <u>basic</u>
Data Analysis	Tableau - <u>reason able</u>
Technical Support	Word Whiz
Requirements Planning	Excel Super User
Documentation	

Application Support Analyst		
<b>Adecco Group UK&amp;I, London</b>	Nov2014	Dec2020
<ul style="list-style-type: none"> <li>Maintaining stable Prod. and UAT environments for BondAdapt across multiple platforms.</li> <li>Providing BAU support for all instances of BondAdapt and ensuring end-to-end continuity.</li> <li>Delivering BondAdapt development &amp; bug fixes.</li> <li>Manage and resolve system issues as presented by the Business as part of 3<sup>rd</sup> line support.</li> <li>Providing End of Life support, and data extraction for final migration project.</li> </ul>		

Technical Business Analyst & Application Developer		
<b>Adecco Group UK&amp;I, London</b>	Nov2014	Jan2017
<ul style="list-style-type: none"> <li>Capturing technical data and information for data mapping and gap analysis.</li> <li>Analysing business requirements and interpreting into developmental spec./solutions.</li> <li>System development according to specification.</li> <li>Assessment, test and evaluation of dev. work.</li> <li>Assistance with Go-live and Early Life Support.</li> <li>Partake in all phases of the Solution Life-cycle.</li> </ul>		