Hannah Dilley

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Data-Analytics-Portfolio@GitHub

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.

Training & Education

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

Summary Statement

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.

Skills Bubbles

- 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**
- Database Front-end Sys.Admin & Dev., Back-end Support — **Databases**
- Completion of On-line Solution Project — **Project Management**
- Script Writing for Data Interrogation & Manipulation — **Data Management**
- Python — *new-but-proficient*
- Word Whiz
- Tableau — *reason, able*
- Excel Super User
- SQL — *basic*

Previous Job Roles

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.