

## Current &amp; Recent Job Roles

## Technical Business Analyst &amp; 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 &amp; 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 &amp; 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 &amp; Education

Chichester Institute of Higher Education

1998

## NVQ 4 Diploma in Engineering Manufacture

Engineering Authority

1994

## HNC in Electrical &amp; Electronic Engineering

Northbrook College of Technology

1994

## Training &amp; Education

Design &amp; Development of System Functionality

Logical / Analytical

Liaising with IT Professionals as well as Non-Tech Personnel

Interpersonal

Training Guides &amp; Documents

Written Comms

Technical Training &amp; 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, and possesses the determination and motivation to drive projects forward and obtain good results. 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.*

*Holds a wide range of technical skills, finds it easy to use and learn new software. Has experience in coding, system development and data analytics. Also has experience working with a wide range of people and personalities.*

Database Sys.Admin, Development &amp; Support

Databases

Completion of On-line Solution

Project Management

Script Writing for Data Interrogation &amp; Manipulation

Data Management

Python

new-but-proficient

Word Whiz

Tableau

reason able

Excel Super User

SQL

basic

## Hannah Dilley



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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 3<sup>rd</sup> line support.
- Providing End of Life support, and data extraction for final migration project.

## Technical Business Analyst &amp; 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