**Elsie Rudd**

**FDM Consultant**

**Profile**

Elsie is an analytical and natural problem solver with a degree in Mathematics from the Generic University. An interest in IT was developed while working as a Data Analyst at The Student Room where he used SQL to query databases to gather data for reports for users. Upon joining FDM, Elsie trained in ITSM and went on to various placements throughout the UK. These included Lloyds Banking Group, Department for Education, and Hastings Insurance. Elsie’s roles in these companies ranged from supporting users, monitoring and reporting on IT infrastructure, and administering accounts on databases and servers. These experiences developed Elsie’s technical abilities as well as strengthen this customer service and stakeholder management.

Elsie went on to re-train in Business Intelligence at FDM. Developing his ETL understating using MS SSIS and visualization principles to create easy to interpret reports using Power BI, Elsie is looking forward to working on BI, data integration, data analytics and/or reporting projects for clients.

**FDM Employment History**

**Department for Environment, Food and Rural Affairs (DEFRA) February 2020 – March 2020**

Data Analyst

* Analysing and Categorizing Survey Data for archive purposes and to inform government policy
* Analysing data, providing information on its usability as feedback for policy reports
* Archiving responses to surveys with an overview on the information provided
* Creating daily reports on responses logged detailing patterns within them

**Lloyds Banking Group, Manchester April 2019 – July 2019**

Security Analyst

* Analysed and monitored systems to ensure operation and resolving issues
* Used CyberArk and UNIX to remote into servers resolve issues
* Oracle administration: passwords, unlocking and adding /modifying user accounts
* Remoted into servers using PUTTY to administer accounts and fixing server issues
* Handled escalated requestsfrom first line support

**Cancer Research UK, London June 2018 – August 2018**

Application Support Analyst

* Performed first line support to resolve in person client technical issues at the front desk
* Responded to and resolved email and phone call support requests
* Assigning and escalated incidents to other service desk agents as needed

**Department for Education, Sheffield December 2017 – April 2018**

Application Support Analyst

* Performed first line support to resolve client technical issues
* Responded to and resolved email and phone call support requests
* Creating reports on incident management and resolution rates

**Hastings Direct, Bexhill May 2017 – November 2017**

Application Support Analyst

* Monitored servers and maintained them with updates
* Run and monitored scripts which renewed customers polices and dealt with any errors that resulted
* Created and sent daily reports on expired policies to the reinstatement group
* Created daily reports showing quantities of renewed policies by script runs
* Trained new support colleagues to perform same duties

**FDM Training**

**FDM Academy, London April 2017 – June 2017**

Elsie has completed the following training courses with a breakdown of modules below:

Business Intelligence

1. **Professional Skills:** development lifecycle, presentations & report-writing
2. **Structured Query Language (SQL):** including database manipulation
3. **Excel including VBA:** solver, aggregate functions, nested if statements, and V-Lookups
4. **UNIX:** including Vi Editor, and shell scripting
5. **Web Apps Design:** including HTML 5, CSS3, JavaScript, XML, and XSL
6. **BI & data warehousing concepts:** including dimensional & traditional data modelling and schemas
7. **Extract, Transform and Load (ETL):** including the generation of transformation packages through MS SSIS
8. **Data visualisation:** including theory behind effective UI/UX through analysis and personal creation.

IT Support Management

1. **Professional Skills,** SQL, Excel, UNIX, Web Apps Design: as above
2. **ITIL Foundation:** service desk, incident, problem, change, release management and service delivery, capacity & continuity management
3. **Financial Industry Awareness:** debt instruments, equities, taxation, derivatives, investment funds & financial markets
4. **PL SQL:** flow control, exceptions, transaction
5. **OS Administration:** troubleshooting (MS Windows Server and UNIX),user, system and Active Directory admin, networking, data storage, process, memory, and I/O management, security
6. **Sign Off Week**

**Previous Employment History**

**The Student Room, Brighton August 2016 – November 2016**

Data Analyst

* Queried data from The Student Room’s databases to process ad-hoc requests and produce reports
* Used SQL to select data using JOIN and UNIX\_TIMESTAMP functions
* Adaptable and flexible performance to react to more difficult ad-hoc requests

**Domestic and General, Brighton January 2015 – August 2015**

Customer service and support agent

* Call centre first line support handling inbound calls on sky boxes issues.
* Assessing sky boxes using applications and applying solutions
* Provided customer service adapting to the caller and deescalating upset callers to provide solutions
* Booked engineer visits if technical issues we not resolved

**Education**

**Generic University September 2010 – July 2013** Mathematics with Economics, 2.2

**Generic Sixth Form September 2008 – July 2010**

A-Level’s: Mathematics A, Chemistry C, Physics D, Science in Society C

**Interests and Activities**

Elsie volunteers as a tutor at his local academy and IT program to support others learning. He also likes to train in Karate to help keep fit. Elsie attends the Landmark Forum for psychological growth and self-improvement as well as creative writing.