

Highly driven Senior Consultant with a comprehensive background in data and technology consulting. Proven expertise in processing data, data governance, leveraging data-driven insights to drive strategic decision-making, and enhancing business and data processes. Adept at collaborating with cross-functional global teams to ensure successful project delivery. Experienced in identifying opportunities for improvement and implementing effective solutions, while simultaneously performing risk and compliance management. Strong in stakeholder management, with excellent communication and leadership skills.

KEY SKILLS

Business Skills

- Complex problem-solving and critical thinking
- Managing risks and dependencies in cross-functional team settings
- Implementation of Data Protection Act 2018 (UK GDPR policies)
- Feature and user story creation and prioritisation
- Conducting research (quantitative and qualitative)
- Communication strategy and channel development
- Change management and continuity planning
- Target Operating Model definition and implementation
- Business process reengineering, improvement and automation
- Strategic thinking and planning for end-to-end product development (roadmap development)
- Agile (specifically scrum) and Waterfall project management
- Upward and downward stakeholder management
- Financial analysis including budgeting, forecasting and business case modelling
- Knowledge of complex CRM business systems and processes

Technical Skills

- SQL, Python and R coding languages
- Master Data Management, data modelling and data reporting
- Microsoft Azure Power Automate
- Microsoft Azure DevOps and JIRA
- Cloud computing (primarily Microsoft Azure)
- Using company-wide software such as Slack, VivaEngage (Yammer), Google Suite, SharePoint, Notion, Mira and Mural to raise engagement in remote work environment settings
- Data analysis and statistical analysis techniques
- Data Visualisation (Tableau, PowerBI and Looker)
- Integration and APIs deployment
- Database Management Systems including MSSQL, MySQL, PostgreSQL and Oracle
- Big data processing tools such as Microsoft Azure Databricks and Apache Spark
- Kimball's Dimensional Data Modelling
- Data Governance Framework
- Data cataloguing (Alation software)

WORK EXPERIENCES

Redkite, Senior Data Consultant (London, UK)

Oct 2022 – Sept 2023

Key Roles & Responsibilities:

- Service Manager for a Unified Data Platform for a FTSE 100 global retail client:
 - Validated extract transform load (ETL) processes in a data warehouse using Microsoft Azure Databricks and SQL queries
 - Utilising Kimball methodology, learned Data Architecture, Data Engineering and processes related to managing a company-wide data platform, as well as the data security, data governance and data quality aspects of the platform
 - Worked closely with Data Owners, Data Stewards and Team Leads globally, ensuring up to date data cataloguing and Master Data Management (MDM)
 - Developed dashboards using PowerBI, including tangible KPIs to present to leadership and to prove value of new ITSM solution, ensuring all Data Team leads have clear view of their programmes

Key Accomplishments:

- Designed and implemented service management procedures and protocols for a Data Hub Platform and managed the change from old processes and procedures, resulting in being able to process an average of 40 requests per month with an average SLA of 4 working days (would have taken weeks previously)

- Designed and developed a tool to automate an existing manual service management process using Microsoft Azure Power Automate. Successfully implemented the change to new processes within 1 week and saved the team £50,000 in time saved and ServiceNow implementation costs
- Performed strategic design work to promote a Data Hub, raising team recognition by 20% over 3 months

EY, Senior Technology Consultant (London, UK)

Sept 2017 – Aug 2022

During my time in EY, I was a technology and information systems consultant for the banking industry, financial services and corporate finance clients, gaining expertise of financial crime and data regulations, regulatory compliance and due diligence, working in high-pressure environment and delivering to tight deadlines.

Key Roles & Responsibilities:

- Technical Lead in a project developing Know Your Customer (KYC) tool for a large European bank:
 - Reviewed company policies, handled sensitive information, following GDPR principles
 - Held client workshops with various team to build a comprehensive list of data requirements and translated those into functional technical requirements
 - Created detailed training guides and conducted training seminars on using the new KYC tool
 - Performed user experience (UX) and functional testing
 - Implemented scrum/agile methodologies including leading daily scrum calls, sprint reviews, sprint retrospective and creating user stories
- Business Lead in a Target Operating Model project for a multinational financial services corporation:
 - Conducted Current and Future state analysis for a financial crime client team, creating a roadmap for process automation, establishing policies and controls, governance redesign, and technology and data-handling improvements
 - Created financial models and forecasts, ensuring profitability of engagements
 - Analysed business processes and technologies to identify opportunities for process automation and analytics

Key Accomplishments:

- Captured more than 200 business requirements and translated them into functional requirements, resulting in a fully functional KYC Onboarding and Screening tool, utilised by a large European bank (30% saving costs in analysts time spend onboarding new clients)
- Led a collaborative innovation platform (EY CogniStreamer) using design thinking principles from ideation to realisation for EY across Europe, Middle East and Asia (EMEA) regions. Collaborated with EY Innovation Leads across EMEA to prioritise and fund innovative ideas, utilising a budget of more than £400,000 being invested in innovation projects

Ipsos Mori, Research Executive (London, UK)

Sept 2014 – Aug 2017

As a quantitative market researcher, I constructed and conducted data research into brand and marketing for a variety of clients across all sectors- banking, retail and FMCG.

- Created quantitative questionnaires, based on client specific requests, key performance indicators (KPIs) and best statistical practice
- Tracked field research progress, cleaned data, created data specs and data weighting, performed detailed data analysis and data reporting
- Created compelling data driven stories and presented to clients, gaining excellent presentation skills

EDUCATION

University of Greenwich, MSc in Psychology (Distinction)

Sept 2020 – Sept 2021

- Learned R and Stata statistical packages and conducted literature review and meta analysis, data quality checking over 300 published peer-reviewed papers

The University of Westminster, BA (Hons) in Business Management-Economics (2:1)

Sept 2011 – Jun 2014

CERTIFICATIONS AND TRAINING

Data Governance Framework Instructor-Led Training	<i>Mar 2023</i>
Databricks Lakehouse Fundamentals	<i>Oct 2022</i>
Statistics & R, HarvardX	<i>Mar 2021</i>
Design Thinking, EY/Acclaim Badging	<i>Oct 2018</i>
Chartered Institute of Management Accountants, Business Accounting Certification	<i>Jul 2018</i>
Advanced Certificate in Market and Social Research Practice	<i>Apr 2016</i>