ANGUS JAMES

Senior Data Analyst & Monitoring Specialist

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PROFESSIONAL SUMMARY

Data analytics professional with 7+ years of experience in monitoring and analysing complex business systems. Specialised in implementing alerts, dashboards, and advanced monitoring solutions across finance, government, and retail sectors. Proven track record of identifying process improvements and optimising system performance through proactive monitoring and root cause analysis. Skilled in translating technical findings into actionable insights for diverse stakeholders while maintaining comprehensive documentation and driving continuous improvement initiatives. Experienced in working with large datasets exceeding 100 million records and implementing data quality checks to ensure system reliability.

WORK EXPERIENCE

AJ Insights
December 2024 - Current

Founder and Developer

- Designed and implemented advanced API integration architecture with JWT authentication, rate limiting, and API Gateway orchestration for system monitoring
- Developed comprehensive monitoring solutions for small businesses with client management, job scheduling, and mobile app for on-the-go system oversight
- Implemented modern workflow orchestration enabling small businesses to leverage enterprise-grade data solutions with seamless flow between all components
- Created monitoring dashboards providing business performance tracking, anomaly detection, and predictive analytics for business planning
- Built comprehensive version control and documentation systems using Git/GitHub with structured READMEs and architecture diagrams

WooliesX
April 2024 - December 2024

Senior Performance & Optimisation Analyst

- Developed Performance Optimisation Frameworks for Loyalty Rewards, incorporating monitoring tools and alert systems for budget optimisation
- Engineered end-to-end data pipeline for Media Mix Model project, integrating diverse data sources with scalable ETL solution for enhanced system monitoring
- Designed enterprise-scale forecast system for tracking $52.3M in annual loyalty costs with 97.8% accuracy, including alert systems to flag anomalies
- Conducted daily health checks and performance diagnostics for business-critical systems, identifying root causes for performance issues
- Created comprehensive documentation for technical processes and system configurations to ensure knowledge transfer and operational continuity

Sydney Trains
June 2021 - December 2023

Senior Data Analyst

- Developed enterprise KPI dashboards providing a single source of truth for executives, reconciling $70M payroll data with line-item verification to two-decimal precision
- Implemented data-quality checks and 80+ DAX measures, cutting reporting run-time by 60% and improving system monitoring capabilities
- Built machine learning model to analyse and mitigate excess dwell time at stations, enhancing system performance monitoring and alerting
- Developed passenger prediction model based on Waratah train weights, creating a monitoring system for real-time passenger load analysis
- Engineered automated reporting systems for C-level visibility with comprehensive documentation of technical processes

Woolworths Group
June 2020 - June 2021

Senior Tableau Developer

- Re-built the Planning & Performance dashboard in Power BI, serving 300+ users daily across 1,000+ stores
- Maintained data integrity & dashboard stability for informed program rollout decisions
- Implemented daily health checks for key systems to ensure operational reliability and performance
- Translated end-user requirements into data schema designs for Data Developers
- Created the Implementation Review Dashboard that became the "source of truth" for program performance monitoring

Prospa
December 2019 - April 2020

Business Intelligence Analyst

- Implemented data-driven monitoring strategies that optimised business performance, leading to a 15% increase in revenue and a 10% reduction in operating costs
- Developed dashboards and scenario modelling with Tableau across marketing, operations, sales and finance
- Utilised Snowflake, Databricks (Hive SQL and Python), and Azure Cloud Services within CI/CD pipelines
- Created and optimised alerting systems for financial performance monitoring
- Developed analytical frameworks for amortisation of one-off fees and default rate monitoring

KEY PROJECTS

PCM - Productivity Costing Model (Sydney Trains)

- Built an end-to-end reporting tool for monitoring and costing different layers of scheduling and rostering
- Created a multi-layer data model with different time horizons for comprehensive system monitoring
- Reconciled $70M in wages against actual Payroll data with line-item verification to two-decimal precision
- Implemented complex business rules (80+ pay rules from 130+ pages of Enterprise Agreement)
- Provided insights that enabled $15 million in potential savings (7% of labour costs) related to excess shifts

Points Cost Forecast System (Woolworths)

- Developed enterprise-scale forecast system for tracking and analysing $52.3M in annual loyalty program costs
- Designed comprehensive ETL data pipeline in BigQuery SQL integrating multiple data sources
- Created alert systems to flag anomalies in loyalty point usage patterns
- Developed sophisticated forecasting algorithms achieving 97.8% forecast accuracy
- Built executive-level dashboards with drill-down analysis capabilities from high-level KPIs to detailed metrics

Implementation Review Dashboard (Woolworths)

- Evaluated the effectiveness of auto-scheduler in matching published rosters to forecast labour demand
- Created multi-level monitoring dashboards for Store Managers, Group Managers, and Program Stakeholders
- Implemented automated daily health checks to ensure system stability
- Dashboard became the 'source of truth' for program performance evaluation
- Informed key decisions that improved the auto-scheduler and system reliability

Retail Loyalty Program Analytics Dashboard (Woolworths)

- Engineered comprehensive analytics platform for retail loyalty program monitoring
- Built modular analytics framework capable of processing over 170 million transactions
- Delivered interactive dashboards and KPI visualisations for customer loyalty, campaign ROI, and subscription program growth
- Enabled automated month-over-month and year-over-year performance tracking
- Implemented alert systems to identify performance anomalies and trigger appropriate responses

SKILLS

MONITORING & ANALYTICS

- System Performance Monitoring
- Alert Configuration & Design
- Root Cause Analysis
- Process Optimisation
- Health Check Procedures
- Dashboard Development
- Log Data Analysis

TECHNICAL SKILLS

- SQL (Advanced)
- Python
- JSON, XML, CSV Formats
- Power BI & Tableau
- Cloud Services (AWS, Azure, GCP)
- ETL Pipeline Development

BUSINESS SKILLS

- Stakeholder Engagement
- Requirements Gathering
- Process Documentation
- Cross-functional Collaboration
- Continuous Improvement
- Technical Communication
- Problem Resolution

EDUCATION

Bachelor of Commerce

Macquarie University
Economics & Marketing

Diploma of Business

North Sydney Institute of TAFE
Marketing

CERTIFICATIONS

Data Manipulation in Python

Udemy (2024)

Predictive Modelling Using SAS InMemory Statistics

SAS (2017)

Predictive Modelling Using SAS High-Performance Analytics

SAS (2017)

ADDITIONAL SKILLS

MONITORING SYSTEMS

- Alert Configuration
- System Architecture Analysis
- Performance Metrics Design
- Anomaly Detection
- Threshold Configuration

DATA INTEGRATION

- ETL Pipeline Development
- API Integration
- Cloud Data Platforms
- Data Quality Validation
- Log Data Analysis

ANALYTICAL SKILLS

- Root Cause Analysis
- Trend Identification
- Anomaly Detection
- Performance Optimisation
- Predictive Analytics

INDUSTRY EXPERIENCE

- Retail & FMCG (Woolworths)
- Transportation (Sydney Trains)
- Financial Services (Equifax, Mastercard)
- FinTech (Prospa, SocietyOne)
- Government Operations
- Data Analysis & Consulting

PROFESSIONAL APPROACH

I approach system monitoring and data analysis with meticulous attention to detail, ensuring comprehensive visibility of business-critical operations. My methodology involves thorough stakeholder engagement to understand process workflows, implementing robust monitoring solutions, conducting proactive health checks, and establishing clear alert protocols. I prioritise continuous improvement of monitoring systems and clear communication of technical insights to drive operational reliability and performance optimisation. My experience spans multiple industries and complex systems, allowing me to quickly adapt to new environments and identify opportunities for process improvement.