



# Charlie Gunning

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## PROFESSIONAL EXPERIENCE

### WILMINGTON HEALTHCARE

Jul 2019 - Present

SQL Developer

- Design, implementation and maintenance of the business' data and information solutions.
- Supporting the above by using tools and software including Tableau, Git, GitHub and Visual Studio Code.
- Processing and anonymising sensitive healthcare information, including data from NHS Digital.
- Introducing new ideas and best-practices learned from previous employment to streamline existing processes.
- Proactively learning C# and Tableau outside of work to broaden knowledge and share experiences.

### SKIPTON BUILDING SOCIETY

Sep 2015 – Apr 2019

Business Intelligence (BI) Specialist

- Design, implementation and maintenance of the business' Operational Data Store (ODS) and Data Warehouse (DW).
- Creation and maintenance of SQL Server Integration Services (SSIS) packages to aid with the above process through Visual Studio (VS 2013).
- Promotion of code/Changesets through different environments (i.e. Test/UAT/Pre-Production/Production) through Source Control.
- Performing systems testing on solutions built by developers and reporting defects through Team Foundation Server (TFS 2012).
- Extensive use of SQL Server Management Studio (SSMS 2008/2014) to create and alter tables and stored procedures as well as frequent querying of the ODS/DW for reporting and analysis.
- Use of SQL Server Reporting Services (SSRS 2008), Report Builder (2008/2014), SharePoint lists and Excel to produce reports for the business based on data from ODS/DW and other sources.
- Consistently being recognised for the above responsibilities and extra work through weekly, monthly, quarterly and annual awards within the department.

### SKIPTON BUILDING SOCIETY

Mar 2015 – Sep 2015

Customer Adviser

- Being the first point of contact for new and existing customers of the Society.
- Handling day-to-day transactions within a Financial Services environment (e.g. account deposits, withdrawals, openings, closures).
- Assessing customers' needs to inform them of products and services relevant to their situation and refer them to formal advice if necessary.
- Offered Business Intelligence position at the Society's Head Office within probationary period.

### TRUSTFORD WILMSLOW

Sep 2014 – Feb 2015

Used Car Sales Executive

- Assisting new and existing customers in buying used cars and being the main point of contact for any issues.
- Identifying customers' needs to help find the right car and offer test drives/demonstrations.
- Joint-highest score achieved by an individual for examinations at the end of training without prior car sales experience.

### LADBROKES PLC

Jul 2008 – Aug 2014

Customer Service Manager

- Management of colleagues and providing on-site training as well as assisting in any over-the-counter issues.
- Ensuring a safe working environment for my team.
- Arranging and participating in several marketing events (e.g. World Cup, Grand National, Fixed Odds Betting Terminal tournaments) and making sure my team are engaged in the events.
- Monitoring business levels and providing solutions to increase footfall, turnover and profit margins.

## EDUCATION

### MASSACHUSETTS INSTITUTE OF TECHNOLOGY (MITX)

Jan 2019 – Mar 2019

6.00.1x: Introduction to Computer Science and Programming Using Python

Pass (98%)

### INTERNATIONAL SOFTWARE TESTING QUALIFICATIONS BOARD (ISTQB)

Nov 2017 – Nov 2017

ISTQB Certified Tester Foundation Level

Pass

### WESTCLIFF HIGH SCHOOL FOR BOYS (SIXTH FORM COLLEGE)

Sep 2001 – Sep 2008

GCSE Geology – A\*

A-Level Geology – B

GCSE Dual-Award Science – AA

A-Level Physics – C

GCSE Mathematics – A

AS-Level Chemistry – B

GCSE German – A

AS-Level Mathematics – D

GCSE Music – A

GCSE Geography – A

GCSE English Literature – B

GCSE Citizenship (Short) – B

GCSE English Language – C

GCSE ICT (Short) – C

## VOLUNTEER EXPERIENCE

### GREATER MANCHESTER POLICE – OLDHAM DIVISION

Mar 2011 – Sep 2012

Special Constable

- Same responsibilities and powers as with regular Police Officer duties.
- Patrolling the local area to create visible presence as well as deter or handle criminal activity.
- Attending local events to ensure public safety and offer support.
- Involvement in organised operations to act against drug-related criminal activity.
- Working with Response Officers to respond to '999' emergencies.