**Charlie Gunning**  
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**PROFESSIONAL EXPERIENCE**

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| **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. | |
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| **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. | |
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| **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. | |
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| **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. | |
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| **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**

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| **MASSACHUSETTS INSTITUTE OF TECHNOLOGY (MITX)** | | | | | Jan 2019 – Mar 2019 | | |
| 6.00.1x: Introduction to Computer Science and Programming Using Python | | | | | Pass (98%) | | |
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| **INTERNATIONAL SOFTWARE TESTING QUALIFICATIONS BOARD (ISTQB)** | | | | | Nov 2017 – Nov 2017 | | |
| ISTQB Certified Tester Foundation Level | | | | | Pass | | |
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| **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**

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| **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. | |