**Claudette Boa** Mobile Number: 07496689264 Email: [boa.claudette@gmail.com](mailto:boa.claudette@gmail.com) Github: <https://github.com/claudzboamp>

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**Profile**An ambitious and confident individual, possessing strong communication and presentation skills with an ability to work efficiently in demanding environments sticking to deadlines. My employment, voluntary and educational experience have enabled me to develop an excellent telephone manner, IT skills, problem-solving skills, and analytical skills. I very much enjoy working in a team and can also work independently on projects to produce outstanding results. I am a highly organised, motivated and efficient individual who is seeking to contribute my knowledge, education, and extensive experience in a Data Science position.

**Education**

**MA Medical (Health) Ethics and Law, Merit -** **Keele University** *October 2016 – July 2018* *Modules include: Human Rights and Health, Healthcare, Justice and Society, Principles of Health/Medical Law and Public Policy, and Moral Theory and Health/Medical Ethics*.**BSc Biomedical Science, 2nd Class Honours - Royal Holloway University of London** *September 2012 – July 2015*  
 **Lady Margaret School**  *September 2010 – June 2012*

**A Levels: Philosophy and Ethics (A), Chemistry(C), Biology(C)**

**Charles Edward Brooke Girls School** *September 2007 – June 2010*

**10 GCSE’s A\*- B including Maths(B) and English(B**)

**Certifications and Professional Courses**

**Tech Talent Academy,** BCS Foundation Award in Machine Learning *February 2022*   
**Code First: Girls,** HTML CSS, JavaScript, Ux Experience Design *October 2019 – December 2019* **The Knowledge Academy,** PRINCE2® Foundation and Practitioner*November 2018*

Employment and Work Experience History

Product Manager, *NHS Digital, Technology Services*  *November 2021 – Present*

* Working collaboratively across diverse, multidisciplinary service or product delivery teams employing agile ways of working (using Scrum, Lean, Kanban etc) and user centred design methods.
* Taking ownership of the vision for Slack (product or service), Power BI and various other applications used (such as Trello) and communicating what successful outcomes look like and how they should be measured.
* Working with techniques for idea generation, backlog prioritisation and analysing feedback. Using tools such as Confluence, MS Teams, Jira, Mural and Trello for product and project management purposes.
* Using user research and other data to understand users and their needs. Working with techniques for idea generation, backlog prioritisation and analysing feedback experience using user research and other data to understand users and their needs.
* Defining outcomes for or problems with products or services. Collaborating with teams and stakeholders to define user stories, success criteria, KPIs and performance metrics. Communicating decisions and priorities in a clear and engaging manner e.g. show and tells, briefings etc.

**Trainee Data Scientist**, TechTalent Academy *November 2021 – Present*

An intensive 10-week internship and course covering the following objectives and modules:

* Fundamental understanding of programming languages and different techniques through Python and R.
* Using various industry-standard libraries (NumPy, Pandas, Sci-Kit Learn, TensorFlow, Altair, Matplotlib, GGPLOT) and applying algorithms to build machine intelligence.
* Using data visualisation theory and techniques and gaining knowledge and understanding of industry leading software and packages (PowerBI and Tableau). Recognising and analysing ethical issues surrounding artificial intelligence.
* Exposure to cloud computing and storage solutions (AWS, Azure, Google Cloud Platform).
* Demonstrating knowledge of statistical data analysis techniques through data analysis.
* Applying principles of Data Science to analyse problems and developing databases suitable for containing big data by using SQL. Using data mining techniques to solve real-world problems.
* Developing teamwork, leadership, and decision making/problem-solving skills

**Project Manager/ Consultant,** *Public Health England, December 2020 – October 2021*

* Leading on providing a consultancy service and a coordinated voice to various organisations within the public sector such as Integrated Care Systems (ICSs), the NHS, London Councils and departments within the Civil Service. Advising the NHS on equity, digital transformation and service redesign.
* Providing best practice approaches, data analysis (building dashboards using Tableau and Power BI), literature reviews, research and horizon scanning services to clients on a range of health equity, inequality, and health improvement topic areas (ethnicity and COVID-19, COVID-19 testing, vaccinations and contact tracing, population health management and digital transformation).
* Building relationships with senior internal and external stakeholders in government and clients in the corporate sector.
* Drafting of high-quality reports and presentations and participating in the write up of policy briefing papers.

**Business Support Officer/ Operational Task Manager**, *Public Health England* *February 2020* *– December 2020*

* Advising and giving relevant guidance to government, schools, the NHS, local authorities, employers and businesses, and various other organisations and individuals on the COVID-19 pandemic.
* Creating high quality reports, dashboards and presentations of COVID-19 cases, deaths and epidemiology.
* Managing various queries and tasks in the London Incident Coordination Cell inbox and answering enquiries related to COVID-19. Project management of inbox and record keeping for audit purposes.
* Providing project management and executive support for the testing and contact tracing programme.
* Stakeholder engagement (internal and external), communication management, and marketing support.
* Supporting local authorities with their community engagement projects (BAME, Homeless projects, Digital Exclusion and Marginalised group projects) and their Outbreak Control Plans.
* Liaising with Health Protection Teams and Guidance cells for programme improvement and policy development.
* Programme planning, taking actions and minutes, drafting papers and agenda’s and creating presentations.

Tech Navigation and STP Project Officer, *KSS Academic Health Science Network* *August 2018 – September 2019*

* Managing various health digital technology and transformation programmes and projects. These include NHS programmes such as the ITT/ITP (Innovation Technology Tariff/Payment Programme), NIA (NHS Innovation Accelerator) and the AAC (Accelerated Access Collaborative. Supporting the NHS to adopt technologies from these programmes to transform various services and clinics.
* Conducting population health, demographical, epidemiology and health economics analytics, survey and audit data; summarising data and preparing reports and dashboards for analysis to a professional standard of presentation (using Excel, Tableau, Word and PowerPoint).
* Horizon scanning, desktop, market and scientific research, and creating presentations to present to clients and stakeholders. Maintaining strong relationships with the NHS, clinical and non-clinical stakeholders and providing consultancy and business support to SME’s, start-ups and various companies in industry (including pharmaceuticals). The role also involved arranging regular project progress meetings and ensuring key milestones are achieved in project delivery.

Events Manager, *Zars Media November 2015 – December 2020*

* Event Support and Event Management to a high calibre Awards series honouring high achieving women in Technology, Sales, Engineering and Construction and Finance industries in the UK and the USA.
* Using digital marketing, photography and the distribution of e-newsletters to promote conferences, and the Women in Sales Competition and Judging Day to corporate companies.
* Occasional travel to the USA (Chicago, Dallas, Boston) to organise events. Role involved booking venues, managing huge budget spreadsheets, dealing with delegate and speaker management and event day logistics, and social media engagement (using Twitter, LinkedIn and Instagram for marketing purposes)

**Clinic Coordinator,** *Guys Hospital/ St Thomas Hospital* *Mar 2016* ***–*** *May 2018*

* Providing extensive administrative and secretarial support to the department service manager and various healthcare professionals. Managing clinics and efficiently to reduce health outcomes.
* Ensuring all new referrals are validated and sent to Central Appointments and dealt with efficiently.
* Booking outpatient and inpatient appointments and inputting and retrieving information from databases such as EPR and PIMS. Participating in the training and development of new junior staff.
* Assisting with the project management and service improvement of clinics and transformation projects to reduce delays in clinics.

**References**Available on Request