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| **Management Information (MI) Analyst**  Darren Daly | Phone: (089) 700 3777 | Email: darrenjdaly@gmail.com  LinkedIn: https://www.linkedin.com/in/darren-daly-21231543/  Address: 112 Monksfield, Dungarvan, Co. Waterford |

# Objective

# An ambitious, self-motivated 32 year old with many years of work experience in various fields. Currently working as a Data analyst while studying part time for a higher diploma in business systems analysis. Presently looking for further career opportunities in IT.

# Skills

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| Technical Skills  Experience with MS Office, SQL, MySQL, HTML, Bootstrap, CSS, JavaScript, VBA (Excel), UML (Use Case) and Qlik visualization, Reporting Services and basic XML. | Soft Skills  Strong analytical and problem-solving skills, Experienced in high pressure situations, professional communication and teamwork as well as autonomous work. Extremely efficient at working to deadlines. |

# Education

HIGHER DIPLOMA IN BUSINESS SYSTEMS ANALYSIS- Waterford Institute of Technology (2017-2019)

**Average score of 81% to date**. Subjects include: Database modelling, Web development, Software engineering and ERP systems.

BACHELOR OF ARTS (HONOURS) IN INTERNATIONAL BUSINESS - Waterford institute of technology (2006-2010)

Subjects include: International Business, HR, Management, Statistics, Accounting and Ethics.

Unlock Excel VBA and Excel Macros- Udemy (2018)

DAT101X- DATA SCIENCE ORIENTATION CERTIFICATE- Microsoft (April 2017)

FETAC LEVEL 6 CERTIFICATE (FRONT LINE TECHNICAL SUPPORT)

# Work Experience

MANAGEMENT INFORMATION ANALYST- Eishtec Waterford-Apr 2017 - Present

Maintain and administer 2 SQL servers- Extremely proficient in SQL. Create reports using a multitude of tools and techniques - UML Modelling, data cleansing, data mining and the use of reporting services (SSRS) and Qlik tools to create front end reports and web development tools - Web developer, bootstrap and WordPress.

lead real time ANALYST- Eishtec- WaterfordJan 2015 – Apr 2017

Developed a real time analysis department in Eishtec. Chosen as the first analyst to develop the team and was awarded the role of lead analyst. Monitored queues and calls and made adjustments to ensure we hit commitment and service level. Created multiple reports to assist in key decisions. Added value with savings through lean queue management using trending analytics. Vast teamwork, high responsibility, and high pressure experience gained in this role.

Customer service technician- Eishtec- WaterfordFeb 2014 – Jan 2015

Serviced customer calls to assist with technical and billing queries while working to strict KPIs. Ensuring customer satisfaction, maintaining KPI statistics to required levels and conflict resolution.

Travelled and experienced new cultures (Europe)Jan 2012 – Dec 2013

#### Project Leader- Siemens AG (Munich) Jan 2011 – Sep 2011

Worked on a supply chain project for the intercontinental haulage section of Siemens. Lead 3 junior project coordinators to project completion beating service level for project completion. Also made significant financial savings for the company.

# Other

Hobbies/ Interests- Member of the Munster rugby supporter’s club and season ticket holder. Play computer games in my spare time. I am passionate about cooking. I enjoy travel when possible to experience cultures (mainly within Europe) and photography.

REFERENCES AVAILABLE ON REQUEST