DAVID BRAND

Data Operations Specialist

My objective is
to contribute my expertise in a forward-thinking organisation. Creating impactful data engineering and data science solutions. My goal is to empower end users with the insights they need to enhance operational efficiency and foster data-driven growth.

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PROFILE

- 10+ years in data operations roles, specializing in engineering data-driven solutions for business needs.
- 3 years leading problem management, adept at innovative solutions in dynamic IT environments.
- Diligent data advocate, skilled at extracting insights from complex datasets.
- Scientific, mathematical, and statistical background for rigorous data-driven decision-making.

SKILLS & ABILITIES

Key Skills

Languages

DAX, SQL, Python, M, VBA, Power-Shell, bash batch

Software

PowerBI	■■■■■	ServiceNow	■■■■□
MS Excel	■■■■■	Azure Databricks	■■■■□
Azure Storage Platform	■■■■■	Azure DevOps	■■■□□
GitHub	■■■■■	SSMS	■■■□□
SQL Server	■■■■□	Jupyter Notebooks	■■□□□
Cloud Servers (Windows, Linux)	■■■■□	R Studio	■□□□□
Power Automate	■■■□□	Azure Machine learning	■□□□□

Project & project management experience

✔ Agile ✔ Scrum ✔ Waterfall

Communication

- Collaborate with clients and end users to define data requirements effectively.
- Coordinate with BI and IT teams to locate and access diverse data sources.
- Employ analytical questioning to comprehend data-generation processes thoroughly.
- Document processes, tools, and products meticulously.
- Craft advanced reports, merging analysis with insights and recommendations.
- Deliver concise and impactful presentations to communicate results.

Leadership

- Proactively identify process enhancements through data analysis.
- Deliver consistent, reliable results for internal stakeholders and customers.
- Accomplished leader with 7 years of team management in service delivery, problem management, and service transition.
- Track record of building teams from the ground up for effective service delivery.
- Drive team efficiency and productivity enhancements through data-driven insights.
- Successfully plan and implement offshore service desk solutions.

CERTIFICATION

Microsoft Certified

- Azure Data Scientist Associate
- Azure Data Engineer Associate
- Azure Data Analyst Associate
- PL-900 Power Platform Fundamentals
- DP-900 Azure Data Fundamentals
- AI-900 Azure AI Fundamentals
- AZ-900 Azure Fundamentals

ITIL v4 certification

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EDUCATION

2004 *Open University*
2008

Mathematics and computing undergrad studies

- Certificate in Computing and Mathematics.
- Certificate in Mathematics.
- Team Working in distributed environments.
- Passed other level 2 courses in statistics and programming.

1998 *Aberdeen University*
2001

BSc

- Two years spent studying medicine with a further year of physiology.

EXPERIENCE

2019 *Insight*
2023

Data Operations Specialist

As the business evolved, I developed as a cloud data engineer and analyst within the data operations specialist role.

- In Azure Databricks implemented a database for ServiceNow. Working closely alongside the BI team I was responsible for notebooks to extract, transform and load data from ServiceNow daily to Databricks using the ServiceNow API. The data environment was large and diverse, tightly managed by a DEV, FQ and Main structure using GitHub.
- With the ServiceNow data being ingested to Databricks data warehouse I was now able to migrate my Power BI reporting away from reliance on a pipeline that was limited by ODBC and server architecture. Improved automation and feedback by integrating Power Automate, Microsoft Forms and Azure DevOps.
- Played a pivotal role in enhancing ServiceNow's data architecture and processes, ensuring future scalability and improved reporting capabilities.
- Delivered productivity analysis for the services business implementing a pipeline to Databricks to extract and transform SharePoint data and create views. The output in Power BI served management with productivity KPIs for each team member based on their time spent on tasks.
- Delivered cost analysis to the finance team with Databricks and Power BI for a way to allocate cost from different activities to the correct finance bucket. It also served the dual purpose of identifying the process gaps in ITSM where process and data quality was incomplete and therefore drove quality improvements.
- Part of a team managing and visualising the services business data cube. Interpreting business rules and processes with Databricks and Power BI to deliver the necessary information to enable self-service reporting of integrated business functions to end users.

2017 *Insight*
2019

Transition and change manager

Data analysis skills brought to the role of Transition and Change Manager with 3 main duties. Project management and implementation of a ServiceDesk outside of the UK, Technical Lead for ServiceNow implementation and reporting analyst for the managed service business.

- Project lead for expansion of service desk in Europe. Needs analysis to predict headcount. Location analysis to determine site. Service analysis to identify skills. Interviewing and hiring of candidates. Onboarding and training new hires for completion of the task.
- ITSM administrator and reporting manager for managed services delivering customer and service reporting in Power BI and Excel from multiple diverse systems of data source such as SQL, cloud applications such as Clarizen, Cisco CUIC, ServiceAide and ServiceDesk.

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- As the business sought to professionalise and streamline its managed and support service offerings, I was responsible for the design and implementation of the migration of data and processes from legacy systems to ServiceNow.
- Report and dashboard administrator for ServiceNow, adapting the role as trainer to the business to empower end users to create and manage their own reports and dashboards within the application.
- Data extraction from ServiceNow. From the tools available I built and administered a pipeline using an ODBC connection served by a Power BI gateway running on an Azure Windows server. This enabled me ned with other data sources such as Azure Blob Storage, CISCO telephony, SAP and Clarizen.
- Collaborated with service design, customers, and delivery managers to meet specific reporting needs across diverse customer contracts. Driving productivity, problem management, service improvement and efficiency.
- Employed innovative methods using Azure Blob storage, SQL, PowerShell, and Python scripting to automate reporting processes and enhance scalability.
- My work pioneered the role of Data Operations Specialist to be created and responsible for end-to-end data analysis, including data source discovery, analysis, Power BI reporting, documentation, training, and continuous development. I was the first to be employed in this role.

2010 *NCR*

2017

IT Service Desk and service transition manager

- Manage team of hardware and software engineers for desktop and Wintel support on Boots customer site. Focus on shift left opportunities, project delivery and service improvement. Implemented hardware and software capacity management solutions for end-of-life hardware and unsupported operating systems. Responsible for follow up of service introduction resulting from customer change.
- Transition pre-sales consultation for service desk capabilities and pricing models to expand services for Boots. This flowed into management of desktop support service desk transition from customer in-house to offshore NCR.
- Management and delivery of server migration projects including liaising with third party suppliers, training hardware engineers and remote support team.
- Design, develop and manage reporting for management information, problem management activity, customer information and operational stakeholders to drive service improvement and productivity for multiple customers. Design and implementation of productivity algorithms and predictive analytics for incident management. Build databases to map machine events to incidents logged identifying proactive opportunities and understanding end user behaviour.
- Implemented problem management, change management and incident management processes for new Morrisons retail service desk level 1, level 2 and level 3. Designed customisation and integration of NCR tools with customer and third-party tools. Managed IVR design and implementation. On boarding of tupe staff. Built automated internal and external reporting dashboards.
- Carried out proof of concept problem management to support sales opportunity for Morrison's retail self-checkout support which generated immediate incident reduction and faster time to resolve. Delivered customer insight on store end user management of SCO equipment to drive training and incident reduction.
- Documented incident management process for Morrisons pilot Retalix 10 support offshore.
- Transition management of Sainsbury retail customer level 1 and level 2 service desk. As part of a team we produced and delivered training to build an offshore service desk including training new team leaders, technical leads and manager in all aspects of ITIL service desk in an environment where no one had any prior experience.
- Management of expansion of Sainsbury Level 1 helpdesk to absorb additional responsibilities by focus on knowledge transfer from customer. Liaised with customer third party to transition telephony support to NCR by effective hardware data gathering, documentation and training. Development of incident management system to log and route incidents effectively. Led further implementation of level 2 retail helpdesk through transition by overseeing effective training and documentation of related incident types.

EXPERIENCE *(continuation)*

- Management of expansion of Sainsbury Level 1 helpdesk to absorb additional responsibilities by focus on knowledge transfer from customer. Liaised with customer third party to transition telephony support to NCR by effective hardware data gathering, documentation and training. Development of incident management system to log and route incidents effectively. Led further implementation of level 2 retail helpdesk through transition by overseeing effective training and documentation of related incident types.
- Produce process mapping, documentation and training materials to drive incident reduction for improved service delivery and customer satisfaction.
- Practical experience supporting Microsoft technologies and end user hardware including use of VBScript and PowerShell for automation of repetitive tasks and maintenance.
- Reporting with Excel, PowerPoint, VBA, Business Objects and SQL to deliver BI dashboards and essential service insight.

2009
2010

BMI Healthcare

Reporting Analyst

- Built a mathematical process implemented in SQL to track and analyse agent productivity.
- Compiled daily productivity dashboards and reports that were also used for business insight and lead generation.
- Built reporting dashboard in Excel for monthly regional business reports to directors.

2008
2009

Capita

Database Administrator

- Designed and developed database in MS Access including building/developing the data processing forms and MI reports. Implemented user data access policies, security, backup and restore.
- Managed the user acceptance testing, user training and implementation of the database as a solution to bring the project to a successful conclusion on time and in budget.