# Objective

To be part of a team delivering high quality data engineering and data science solutions that empower end users to support business needs.

# Profile

* Diligent and analytical data operations specialist passionate for the benefits that data science brings.
* 13 years working in computing through various ITIL roles with a focus on data and analysis.
* 4 years working in Data Operations.
* 3 years working in Problem Management
* Scientific, mathematical, and statistical background.

# Skills & Abilities

## KEY Skills

* Languages: SQL, Python, VBA, PowerShell, R, bash and batch.
* Tools: Azure Data Platform, Azure Storage platform, Azure Databricks, SQL server, cloud servers (Windows and Linux), GitHub, Azure DevOps, SSMS, Azure Data Explorer, R Studio, Jupyter Notebooks, PowerBI, Excel, PowerPoint, ServiceNow.
* Project/project management experience in Agile, Scrum and Waterfall

## Communication

* Enjoy working with clients and end users to determine the correct data question.
* Work with BI and IT teams to identify and access data sources.
* Analytical questioning to understand the processes that create data.
* Documentation of processes, tools and products.
* Advanced report writing skills to follow up data analysis with insights and recommendations.
* Presentation skills to communicate results.

## Leadership

* Alert for opportunities to improve processes identified in the data analysis
* Consistent and reliable delivery on expectations internally and for customers.
* 7 years successfully managing teams in service delivery, problem management and service transition.
* Experienced in developing teams from scratch for service delivery.
* Data driven improvements for team efficiency and productivity.
* Planning and implementation of offshored service desk solutions.

# Education and 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**

## Mathematics and computing undergrad studies | 2004 - 2008 | open University

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

## BSc | 1998| Aberdeen University

* Two years spent studying medicine with a further year of physiology

# Experience

## DATA OPERATIONS SPECIALIST |Insight|dec 2017 to August 2023

* Answering business questions with data following data science lifecycle
* Data discovery, modelling and analysis with SQL, Python, M and DAX
* Reporting with PowerBI and Excel
* Data engineering in Azure with Azure Data Bricks, SQL, Python, Data Factory, Power Automate and Machine Learning.
* Other tools used include Azure PowerShell, Storage Accounts (Blob, Tables, Files), SSMS, Azure Data Explorer
* ServiceNow report and dashboard administration. ODBC and API data extraction.
* GitHub collaboration with data and reporting lifecycle sprints.
* Liase with all levels of IT service business and customers to provide analysis and reporting. Innovating with data engineering of multiple data sources to provide deep insights to performance. Report writing to highlight positive and negative features of processes related to the data generation that enable prescriptive and predictive actions to be planned and carried out. Specialized in productivity analysis, data architecture and engineering.

## IT Service Desk and service transition manager | NCR | Apr 2010 to Dec 2017

* 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.
* 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.

## Reporting Analyst | BMI Healthcare | Aug 2009 – Nov 2009

* 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.

## Database Administrator| Capita | Aug 2008 – May 2009

* 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.