**Objective:** Seasoned Data Operations Specialist with a strong foundation in ITIL-driven roles, including 4 years in Data Operations and 3 years in Problem Management. Seeking a dynamic Data Analysis role that capitalizes on my analytical prowess, comprehensive data expertise, and proficiency in PowerBI to derive meaningful insights and drive informed decisions.

**Profile:** Analytical and dedicated professional with extensive experience spanning over a decade in ITIL domains, complemented by specialized skills in Data Operations and Problem Management. Equipped with a robust scientific and mathematical background, I am eager to leverage PowerBI and other tools to unlock actionable insights from complex data landscapes.

**Skills & Abilities:** **Technical Expertise:**

* Proficient in SQL, Python, R, PowerShell, Visual Basic, and batch scripting.
* Strong command of PowerBI, Azure Data Platform, Azure Databricks, SQL Server, GIT, GitHub, Azure DevOps, SSMS, Azure Data Explorer, R Studio, Jupyter Notebooks, Excel, SSPS, ServiceNow, and T-K.
* Skilled in lean Six Sigma, SIPOC, SPC, Agile, Scrum, and Waterfall methodologies.

**Communication:**

* Collaborative approach to engaging with cross-functional teams, clients, and end users.
* Skillful in analytical questioning to grasp intricate data generation processes.
* Proficient in documenting complex processes, tools, and products.
* Strong report writing and presentation skills to convey insights and recommendations effectively.

**Leadership:**

* Proactive in identifying and leveraging process improvement opportunities.
* Consistently delivering results that meet or exceed stakeholder expectations.
* Accomplished team manager with 7 years of experience in service delivery, problem management, and service transition.
* Proficient in nurturing high-performance teams and driving data-driven efficiency enhancements.
* Skilled in planning and implementing 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: Certificate in Computing and Mathematics, Certificate in Mathematics, Team Working in Distributed Environments.

**Experience:** **Data Operations Specialist | INSIGHT | Dec 2017 - Current**

* Orchestrated data-driven analysis and reporting using SQL, Python, R, and PowerBI.
* Spearheaded data engineering solutions within Azure, employing Azure SQL, Python, Data Bricks, Data Factory, Logic App, and Machine Learning.
* Collaborated with IT and BI teams to access diverse data sources and enhance data quality.
* Developed advanced report writing skills to convey actionable insights.
* Extensive experience with PowerBI and other visualization tools for data analysis.

**IT Service Desk and Service Transition Manager | NCR | Apr 2010 - Dec 2017**

* Managed teams in hardware and software support, focusing on service improvement and proactive strategies.
* Successfully executed transitions to offshore locations, optimizing desktop support services.
* Designed and operationalized reporting solutions, incident management processes, and problem management frameworks.
* Proficient in process mapping, training, and incident reduction strategies.
* Contributed significantly to pre-sales consultations and expanding service desk capabilities.

**Reporting Analyst | BMI Healthcare | Aug 2009 - Nov 2009**

* Engineered SQL-based productivity tracking systems and dashboards.
* Constructed Excel-based reporting dashboards for monthly regional business reports.

**Database Administrator | CAPITA | Aug 2008 - May 2009**

* Developed MS Access database solutions with a focus on data processing and MI reporting.
* Orchestrated user acceptance testing, training, and successful implementation efforts.

**Education:** BSC in Medicine and Physiology | Aberdeen University | 1998 Certificate in Computing and Mathematics | Open University | 2008

*References available upon request.*