**Objective:** Passionate Data Operations Specialist with 13 years of ITIL-focused experience, including 4 years in Data Operations and 3 years in Problem Management. Seeking a challenging role in Data Engineering that leverages my strong analytical skills, data science acumen, and proven leadership abilities to deliver impactful solutions.

**Profile:** Dedicated and analytical professional with extensive experience in data-focused ITIL roles. Proven expertise in Data Operations and Problem Management, with a solid foundation in scientific and mathematical principles. Excited about the potential of machine learning and artificial intelligence to revolutionize data-driven decision-making.

**Skills & Abilities:** **Technical Proficiency:**

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

**Communication:**

* Collaborative approach to work with clients, end users, and cross-functional teams.
* Strong analytical questioning to grasp data generation processes.
* Adept at documenting processes, tools, and products.
* Advanced report writing and presentation skills for effective communication of insights and recommendations.

**Leadership:**

* Proactive in identifying process improvement opportunities.
* Consistent track record of delivering on expectations for internal and external stakeholders.
* Accomplished team manager with 7 years of experience in service delivery, problem management, and service transition.
* Skilled in team development and driving data-informed efficiency improvements.
* Proficient 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**

* Led data-driven analysis and reporting efforts using SQL, Python, R, PowerBI, and Excel.
* Implemented data engineering solutions in Azure utilizing Azure SQL, SQL Server, Python, Data Bricks, Data Factory, Logic App, and Machine Learning.
* Collaborated with IT and BI teams to access data sources and enhance data quality.
* Developed advanced report writing skills to deliver actionable insights.
* Leveraged Azure Databricks for Spark, Python, and SQL-based data engineering.

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

* Managed teams in hardware and software support, emphasizing shift-left approaches and service improvement.
* Successfully transitioned desktop support services to offshore locations.
* Designed and implemented reporting solutions, incident management processes, and problem management frameworks.
* Demonstrated expertise in process mapping, training, and driving incident reduction.
* Collaborated in pre-sales consultations and service desk expansion initiatives.

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

* Developed SQL-based productivity tracking systems and dashboards.
* Created Excel-based reporting dashboards for regional business reports.

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

* Designed and developed MS Access database solutions with a focus on data processing and MI reporting.
* Led user acceptance testing, training, and implementation efforts.

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

*References available upon request.*