**Objective:** Passionate Data Operations Specialist with a rich background in ITIL-focused roles, including 4 years in Data Operations and 3 years in Problem Management. Seeking an exciting opportunity in Data Science to apply my analytical expertise, deep data knowledge, and leadership skills to deliver impactful insights and drive data-informed decision-making.

**Profile:** Analytical and dedicated professional with over a decade of ITIL experience, complemented by specialized proficiency in Data Operations and Problem Management. Equipped with a strong scientific and mathematical foundation, I am excited about harnessing the power of machine learning and artificial intelligence to unlock data-driven insights.

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

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

**Communication:**

* Collaborative approach to working with cross-functional teams, clients, and end users.
* Skillful analytical questioning to comprehend intricate data generation processes.
* Proficient in documenting complex processes, tools, and products.
* Strong report writing and presentation skills for clear communication of insights and recommendations.

**Leadership:**

* Proactive in identifying and capitalizing on process improvement opportunities.
* Consistently delivering results that meet or exceed stakeholder expectations.
* Seasoned team manager with 7 years of experience in service delivery, problem management, and service transition.
* Proficient in cultivating high-performing teams and driving data-enhanced efficiency improvements.
* 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, PowerBI, and Excel.
* Pioneered data engineering solutions within Azure, leveraging 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.
* Implemented data engineering using Azure Databricks, Spark, Python, and SQL.

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

* Led teams focused on hardware and software support, emphasizing 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.
* Demonstrated expertise in process mapping, training, and incident reduction strategies.
* Played a key role in 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 to provide valuable business insights.

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

* Conceptualized and 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.*