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**PERSONAL PROFILE**

* Providing data-driven, action-oriented solutions to challenge business problems. Business-minded data scientist with a demonstrated ability to deliver valuable insights via data analytics and advanced data-driven methods.
* Responsible, reliable and highly motivated individual who is able to tackle problems and find solutions effectively as they arise.
* Excellent communication skills and ability to analyse interpret and communicate IT to non IT audience.
* Able to adapt a flexible, positive approach in order to meet new challenges in changing working practices.
* Excellent teaching skill and have a good transferable skill.
* Very interested and possessing a passion for IT, technology and project management enable me to have a broad range of knowledge.

**TECHNICAL SKILLS AND TRAINING**

* Advanced Database, Big Data & Big Data Management Tools
* Strong Knowledge of using Analytics and Reporting Tools and Languages:

SAS Enterprise & Miner, IBM SPSS, Tableau, RapidMiner, QlikView, Hadoop, R, SQL, Python, MySQL

* Data Mining, Machine Learning, Text Mining, Statistics, Data Visualization, Data Manipulation
* Project management, Problem solving and Communication skills
* Research Methodology
* Clear understanding of Incident Management and SLAs
* Clear understanding of ITIL V3
* Infrastructure Security
* Network Administration Security
* Good VMware, Citrix, VSphere and Hyper V knowledge
* Good Microsoft Exchange (2007, 2010, 2013, 2016) knowledge
* Good Microsoft Outlook (2007, 2010, 2013, 2016 & 365) knowledge
* Good Windows XP, 7, 8 & 10 knowledge
* Good Windows Servers from 2000 to 2016 knowledge
* Systems Centre Configuration Manager (SCCM for builds and deployments)
* Peripherals setup and maintenance – printers, faxes, scanners, Wyse terminals, projectors and wireless Devices
* Citrix, XenApp & XenDesktop
* Good experience in support of iPhones, iPads, Blackberry, Mobile Iron and Direct Access
* E-Business & E-Commerce Technologies
* Full clean UK Driving Licence
* Fluent in French and English languages

**Projects**

* **Project for MSc Data Science Jun 2017 - Sept 2017**

For data protection and agreement between myself, Salford University and the Cross Channel Marketing (Client) I cannot talk in depth about this project.

I have been given a very large amount of dataset from which I have to create a predicted model and find what is or are the reasons customers buy the products from given companies.

I have used Decision Tree, Regression, and Neural Network machine leaning in SAS Enterprise Miner to accomplish the task.

I have used Tableau and Qlik View for reporting and visualisation.

* **Big Data Tools and Techniques Jan 2017 - May 2017**

The assignment was designed to expend specialised knowledge in fields between ongoing research and practical deployment. A broad range of tools has been implemented to get the data from RDBMS into Hadoop via Sqoop, Hive and Spark (Pyspark) for analysing the data-set in the task of this topic.

Virtual setting under a scenario was working as a data scientist which collaborates with an online video streaming company and to satisfy their customers with an enhanced service offering promoted recommendations. The outcome of most popular movie genres with at least 20,000 votes based on the year over year average rating for the last 50 years was generated and visualised to a high standard.

* Ingested data via Sqoop, Modelling data as tables for SQL access through Hive, and processed data using Hadoop MapReduce and Spark.
* Processed complex datasets using advanced querying, visualisation, and analytics tools.
* Ensured source to target data mapping specifications was aligned to business requirements.
* **Applied Statistics and Data Mining Sept 2016 – Jan 2017**

In module the assignment was based on meteorites landing. An algorithm has been created to clear and reduce the large number of inconsistencies between the dates and the landing areas.

The data analytic tools R has been used to predict where a specific type of meteorites have been landed and compared this finding to the events of these meteorites in the term of their behaviour prior to the landing.

* **Principles of Data Science Sept 2016 – Jan 2017**

The assignment was to use QlikView and Tableau for visualising quantitative and qualitative variables in a dataset. The outcome is to learn the importance of selecting the appropriate visualisation methods for vast amounts of data to improve the capability of making an informed decision from audiences through simplifying complexity.

**EMPLOYMENT HISTORY**

**2016 – Present The Guinness Partnership Limited**

Position held: Data Scientist

* Use data analytic and data mining tools to analyse data from multiple sources, looking for trends and insights that highlight areas of concerns or opportunities
* Developing data science solutions to customer related business challenges
* Write clean and maintainable production level code, including tests; the tech stack includes: Python, SQL, R, SAS, Tableau, Power BI, SSIS, SSRS
* Integrating models into production
* Developed recommendation models based on customer behavioural data in Hive, which enabled personalised Deals and Reward Redemption user experiences and consistently drove 100% lift in email click rate over BAU
* Collaborate closely with the customer and the Product Owner day-to-day
* Work in a highly collaborative, friendly Agile environment, participate in meetings and continuous improvement activities
* Documenting and explaining the results of analysis or modelling to both a technical and non-technical audience
* Provide analytics support to the Data Intelligence Team to drive key decisions in corporate strategy and transform the health system to thrive in the current economy
* Provide Technical and quantitative analysis to business partners from a variety of discipline
* Building report, dashboards and data visualisations, including custom plugins
* Delivering insight and analysis using SQL, R and Python
* Learning new engineering practices, technologies and continuously improving our agile practices

**2015 – 2016 The Guinness Partnership Limited**

Position held: Systems Developer (VBA & SQL)

* Develop and implement applications and programs for the backend and frontend processing systems used in the business’s financial sector
* Discussing the rents and services charge team’s requirements and proposed solution with a senior developer
* Undertaking complex analysis of information from different teams (rents and service charges, properties development, data intelligence etc)
* Using development tools to write and test code to develop these solutions.
* Using Reporting tools (Tableau, Power BI and SSRS) to prepare and deliver a variety of interactive and printed reports
* Writing documentation and operating manuals
* Testing and modifying systems to ensure that they operate reliably
* User training and support
* Responding to feedback
* Fault finding, diagnosing and fixing bugs
* Effective and efficient management of incidents received during the shift’s period of responsibility
* Developing the frontend interface using Excel VBA

**2013 – 2015 The Pennine Acute Hospitals NHS Trust**

Position held: 1st and 2nd Line Support Engineer

* Technical Support for the VDI Team and Deployment Team
* Providing technical 1st and 2nd line support for NHS bespoke applications (NHS systems CRIS, ALS, Ascribe, e-Referrals, Healthviews, Epma, PACS, Emis, Patient Centre, PAS, Evolve, Symphony, Lorenzo)
* Make sure Quality Innovation Productivity and Prevention (QIPP) is followed
* Insight data analysis. Data manipulation and interpretation
* Computers Deployment
* In Charge for Account Migration and most of the issue within migration in term of log on, App V issues and VMWare architecture
* Imaging PCs and WYSE Clients
* Member active of the VDI project
* Providing technical 1st and 2nd line support to Windows or Microsoft users
* Maintain a high level of customer service at all times and adhering to company service delivery principles
* Management of all allocated incoming incidents and request, ownership and resolution or escalation following best practice and adhering to strict SLAs
* Technical support for PCs Networks, Software and Systems within the 4 Pennine Acute Trust Site
* Create User ID and Resolve any login issue
* Microsoft Windows XP, 7, 8 and 10
* Support and Administration office 2003, 2007, 2010 and 2013
* Support and maintain Clinical Applications
* Troubleshooting exchange 2007 and 2010
* Microsoft Windows migration
* Computers and Printers repairs (End use devices)
* Network patching
* Effective and efficient management of requests received during the shift’s period of responsibility
* Support to the effective and efficient management of the introduction of new services, the transition of services from projects into the operational IT Estate, and the effective delivery of problem and change management within IT Services
* Support to the coordination of all communication between IT Services and the business and the coordination of the content and services on the IT Services Intranet portal, including the service catalogue
* Support to the coordination of the collection of IT Services Management Information and Key Performance Indicators; support the coordination of the collection of Customer Satisfaction survey data
* Liaise with customers to establish their service requirements supporting a continuous approach to Service improvement

**2009 – 2013 Proteous IT Solutions**

Position held: 1st, 2nd and 3rd Line Support Engineer

* Active Directory administration (Group policies, policy scripts, permissions, etc)
* Create GPO, OU on the Active Directory
* Create User ID and Resolve any login issue (Support users sometime by phone but mostly onsite or remotely using VNC remote assistance)
* Back up and Data recovery using Symantec Backup Exec Software 12
* Microsoft Windows XP, 7 and 8
* Support and Administration of Microsoft Exchange 2003, 2007 and 2010
* Support and Administration of Outlook 2003, 2007 and 2010
* Support and Administration of Microsoft Office 2007 and 2010
* Microsoft Windows 2003, 2008 and 2012
* Configure Cisco Routers and Switches
* Configure Firewall
* Citrix and VMWare Support and VDI (Virtual Desktop Implementation)
* PC and Laptop Repair.
* Printers and Fax Support
* Network Design and Security Setup and Configuration (Cisco Routers, Switches and Firewalls)
* Patching and cabling Cisco Switches with VLAN configuration
* Blackberry devices and Blackberry Enterprise Server (BES) support
* Cisco IP Telephony configuration and management (7495)
* Patching and cabling Cisco switches with VLAN
* Project work. Complete modernisation of the law firm board rooms involving installation of state of the art wireless projectors, tablets, laptops and sound systems

**EDUCATION, QUALIFICATIONS AND BODIES**

* MSc (Hons) Degree Data Science
* SAS Graduate Certified
* BSc (Hons) Degree Business Computing with IT
* FDSc Computer Network Security
* Computer Repairs
* Baccalaureate (Diploma) covering Mathematics, Chemistry, Physic, Biology, Physical Education, French and English
* ITIL Foundation Certified
* Member of Manchester Data Science Foundation
* Member of Salford University Data Science

**HOBBIES AND INTERESTS**

In my spare time I enjoy football, basketball, cinema, documentary and computers. I love to listen to music.