Oliver Burden

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Professional Profile

My passion for computers and mathematics has been the cornerstone of my academic and professional journey, driving me to explore the intersection of technology and analytical problem-solving.

My work reflects a strong commitment to leveraging technical expertise and creative thinking to develop innovative solutions to complex problems. I am passionate about leveraging automation, data engineering, and business intelligence to drive operational efficiency and strategic decision-making."

Professional Experience

Career Break   **October 2024 – Present**

Following redundancy, I took the opportunity to manage a major groundworks project at home while focusing on developing cloud-based expertise. During this period, I have built a proof-of-concept "data product" leveraging Microsoft Purview, gaining hands-on experience with Azure services data governance, advanced Python (API integration, error handling), and cloud automation. This proactive approach strengthened my skills in areas previously identified for growth.

Total System Services (TSYS)

A global payment solutions company that offers technology and services to businesses and financial institutions. TSYS provides a wide range of payment processing solutions, including credit/ debit card processing, fraud prevention, data security, and other related services.

Production Support Analyst

March 2020 - October 2024

Responsibilities

- Maintained and developed SQL Server and Tableau environments, ensuring system stability and performance.
- Diagnosed production issues, conducted root cause analysis, and implemented fixes.
- Supported and maintained a bespoke loading system that automatically ingested files upon being dropped onto the file server, using configuration tables to control the ETL pipeline.
- Utilised the bespoke system to ingest source files into the data warehouse.
- Automated file uploads to a GCP bucket using Python.
- Collaborated on deployment projects using GitHub for version control.

Accomplishments

- To enhance the robustness of the Tableau automated process, PowerShell was replaced with Python to interact with the Tableau API instead of the Tableau back-end (TabCMD), making the process more reliable and platform-independent as the organisation migrated to the cloud.
- Developed a Windows service to capture and log missing SQL jobs, enabling proactive detection and root cause investigation, which significantly improved the teams response times and overall system reliability.
- Collaborated closely with the business to implement an automated workflow for refreshing Tableau data sources and downloading reports, eliminating dependency on business analysts and reducing report maintenance requirements.

Business Intelligence

August 2016 – 2020 March

Responsibilities

- SQL Server (2012,2016, 2017) and Tableau (10 to 2023) Application Administrator
- Analysing SQL processes and proactively adapt to ensure solutions remain robust
- Designed and implemented stored procedures and optimized database performance through tuning strategies, improving efficiency and query execution times
- Produced technical documentation of processes and procedures to facilitate knowledge sharing and ensure consistency across the team.
- Led change management initiatives to ensure seamless code updates.
- Automated Tableau processes using TabCMD.
- Provided support, development, and strategic advice on optimization solutions, evaluating options such as multi-dimensional cube to ensure the most effective approach for business needs while minimizing support requirements.
- Identify risks within team processes and procedures, implementing mitigation strategies to minimize potential issues.

Accomplishments:

- Automated Tableau using Tableau's TabCMD, eliminating the need for support staff to manually monitor the process.
- Leveraged data profiling skills to transition from a multi-dimensional cube to a flatter data structure, resulting in faster load times, improved maintainability, and enhance efficiency for Tableau reporting.

Technology Used: SQL stack, MDX , Git, SVN, Tableau, python, Visual Basic, PowerShell and R

Health & Social Care Information Centre (HSCIC)

An organization responsible for collecting, analysing health and social care data to support decision-making in the National Health Service (NHS) and other healthcare organizations.

Database Specialist

July 2011 - **August 2016**

Responsibilities

- Provided database application administration and optimization, ensuring data integrity and compliance within NHS systems
- Lead developer on the Nesstar project

- Managed data quality issues and ensured timely data submission to the portal, mitigating risks and meeting production deadlines efficiently.
- A developer of the Clinical indicator platform – a relational database solution designed to analyse and produce 1000+ complex national clinical indicators, e.g: hospital standardised mortality and readmission rates.
- Constructed test procedure in t-SQL-t to ensure Indicators were loaded in to the platform correctly and that the system was behaving as designed

Accomplishments:

- Effectively managed workflows outside my direct control by implementing proactive monitoring, stakeholder collaboration, and automated solutions, ensuring seamless operations and timely project completion.
- Led the development of an automated data loading solution for NHS Nesstar, reducing manual effort from days to hours by integrating Java-based automation.

Information Analyst

January 2010 – Oct 2010

Responsibilities

- Developed/enhanced: the versatility of an in-house Indicator Packaging System
- Designed, developed and supported: a database to hold bespoke information about the indicators
- Indicator development: translated written mathematical indicator specifications into SQL code
- Production of Technical Documentation of procedures and process

Accomplishments:

- Developed a single dynamic SQL stored procedure to replace multiple existing procedures, simplifying the application's complexity and therefore optimizing its functionality.
- Developed VBA modules to automate data cleaning and database import routines, eliminating manual and repetitive tasks. This automation significantly improved the quality and accuracy of the source data.
- Created a front end to enable immediate validation of the indicators for non-technical users.

Technology Used: Nesstar,Java, Microsoft Visual Source Safe, octopus, SSMS, VBA and Excel.

ASDA

One of the largest supermarket chains in the United Kingdom, offering groceries, clothing, home goods, and financial services.

VBA Developer

Mar 2011 – Jun 2011

Responsibilities & Accomplishments

· Contracted to design and implement a streamlined process for acquiring and manage a Walmart dataset in Microsoft Access

Mushroom Advice & Analysis

A laboratory specialising in the analysis of mushroom compost

Director / Laboratory Scientist

September 1999 – October 2009

Responsibilities
- Developed and monitored a multivariate calibration model for compost
- IT support and data domain expert.

Accomplishments:
- Reduced overheads of the organisation
- Implemented IT procedures and methodologies to enhance efficiency
- Analysed a large, complex dataset of chemometrics data to develop a sustainable multivariate calibration model, successfully implementing NIR calibration as a validated method for mushroom compost analysis. This innovation enabled the laboratory to operate efficiently with a reduced schedule, allowing it to open just one day a week instead of 5 days a week, leading to significant cost savings.

Technology Used: PC Networks, VMware, Visual Basic and crystal reports

Education

University of Dundee | Scotland | master's degree in data science   2014-2016

Sheffield Hallam | UK | Bachelor of Science in Biomedical Science   1995-1999

Key Skills & Methodologies

Databases & ETL: SQL Server (2012–2022), T-SQL, SSIS,tSQLt, ETL Pipelines, Data Warehousing
Business Intelligence & Reporting: Tableau, SSRS, Git, Version Control
Programming & Automation: Python, PowerShell, VBA
Process Optimization: Monitoring, Documentation, Performance Tuning, Automation
Communication & Stakeholder Management: Requirement Gathering, Support

Projects & Achievements

- Automated Tableau reporting pipeline: reduced manual workload
- Migrated BI data models to flatter structures: improved load times and maintainability.
- Developed cross-platform Python solutions to replace legacy PowerShell scripts.
- Created data validation interfaces for non-technical users to access indicator logic