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**

In the wake of my redundancy, I took the initiative to manage a major groundworks project at home while dedicating myself to the development of my cloud-based skills. Throughout this period, I crafted a proof-of concept 'data product' that leverages Microsoft Purview, thereby gaining hands-on experience in Azure services, data governance, and cloud automation. This proactive endeavor significantly fortified my skills in previously identified areas for improvement.

Production Support Analyst, Total System Services (TSYS)   **March 2020 - October 2024**

Responsibilities

- Identified and rectified production issues through thorough root cause analysis and implemented effective fixes.
- SQL Server (2012,2016, 2017) and Tableau (10 to 2023) Application Administrator
- Supported and optimised a bespoke loading system that automatically ingested files upon being dropped onto the file server.
- Collaborated on deployment projects leveraging GitHub for effective version control.
- Worked closely with stakeholders to implement an automated workflow for Tableau
- Produce technical documentation of processes and procedures
- Identify risks within team processes and procedures, implementing mitigation strategies to minimize potential issues.
- Ensure BI solutions meet regulatory and organizational standards.

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, making the process more reliable and platform-independent, as the organisation was embarking on migrating to the cloud.
- Automated file uploads to a GCP bucket employing Python, streamlining the data transfer process.
- Developed a Windows service to log missing SQL jobs, reducing downtime and improving system reliability

Business Intelligence, Total System Services (TSYS)   **August 2016 – March 2020**

Responsibilities

- Ensure data structures support efficient querying and reporting
- Create and maintain logical and physical data models.
- Designed and implemented stored procedures and optimized database performance through tuning strategies, improving efficiency and query execution times
- Managed the change management process, ensuring seamless implementation of system updates, minimizing disruptions, and maintaining operational continuity
- 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.
- Implement access controls to protect sensitive data.

Accomplishments:

- Automated Tableau using Tableau's back-end method (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 enhanced efficiency for Tableau reporting.

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

Database Specialist, Health & Social Care Information Centre (HSCIC) ⬜   **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.
- Supported and maintain the in-house clinical indicator platform.

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.

Technology Used: Nesstar ,Java, Microsoft Visual Source Safe, octopus (a change management tool)

ASDA, 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

Information Analyst, Health & Social Care Information Centre (HSCIC)   January 2010 – October 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
- 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: SQL Management studio, VBA and MS Excel.

Mushroom Advice & Analysis, 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 enhanced 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, T-SQL, ETL Processes, Data Pipeline Optimization
Business Intelligence & Reporting: Tableau, SSRS, Data-Driven Decision Making
Programming & Automation: Python, PowerShell, VBA, R, terraform, Java, HTML
Process Optimization & Monitoring: Proactive Monitoring, Performance Tuning, Technical Documentation