

Data driven professional with a solid foundation in resource planning, business intelligence and data analysis, complemented by a decade of operational experience. Passionate about problem solving and detail oriented, I am committed to using data to improve operational efficiency and productivity. Adept at statistical analysis and creating stakeholder visualisations to guide business insights and support strategic decision making.

Career

Starling Bank

Customer Operations MI Analyst | Southampton, UK | September 2024 – Present

- Initial 6 month Onboarding Data Strategy secondment before permanent position
- Understanding and developing stakeholder data requirements by identifying opportunities to reduce friction, improve efficiency and improve colleague and customer experience.
- Creating data visualisations and dashboards to enable stakeholders to effectively make data driven decisions and to evaluate Measures of Performance.
- Inter-departmental communication with various stakeholders to further understand business requirements and prioritise the necessary data requests to provide actionable insights.
- Identifying potential process improvements and completing statistical analysis on results from hypothesis testing with the aim of implementing process changes inline with findings.
- Understanding the availability of data within Looker to assist in developing data literacy and mapping silos to ensure compliance with internal policies and external regulations.

Intraday Analyst - Resource Planning | Southampton, UK | April 2024 – September 2024

- Planning and adjusting task allocations and coordinating real-time activities inline with staffing resources across customer services and onboarding ensuring operations remain within SLA's.
- Creating and maintaining systems to collect data and improve operational efficiency and performance while taking into account business limitations and requirements.
- Interpreting statistics and presenting visualisations to customer service stakeholders.

Business Onboarding Team Member | Southampton, UK | May 2023 – April 2024

- Completing due diligence checks on account applications for business accounts.
- Contacting customers to ensure a positive customer onboarding experience.
- Supporting colleagues across departments in regards to all onboarding related enquiries.

Active Freight Worldwide

Operations Co-Ordinator | Swanwick, UK | Dec 2022 – May 2023

- Key operational representative for a retail contract with responsibility for quoting, organising and managing multimodal import and export shipments whilst ensuring SLA adherence.
- Analysing shipment data to select appropriate shipment routing options to optimise for profitability whilst maintaining high service levels.

Jersey Post Global Logistics (JPGL)

Operations Co-Ordinator & Customer Service | Portsmouth, UK | Oct 2019 – Dec 2022

- Monitoring historical trends in shipping rates to effectively forecast fixed rate customer quotations whilst ensuring ability to cover shipments and maintaining future profitability.
- Developing processes and implementing a system for tracking KPI's resulting in increased customer service levels and increased on time in full delivery metrics.
- Utilising spreadsheet software and data visualisation tools to create status reports for internal stakeholders and creating customer presentations on monthly measures of performance.

Earlier Professional Experience

Professional Development - Career Break | Alicante, Spain | Sep 2018 – Oct 2019

Export Freight Forwarder | ACP Freight | Portsmouth, UK | Dec 2017 – Sep 2018

Customer Service and Key Account Operator | DSV | Purfleet, UK | Aug 2014 – Dec 2017

Channel Island Export Clerk | DSV | Fareham, UK | Aug 2013 – Aug 2014

Check-In Receptionist (Passenger & Freight) | Brittany Ferries | Mar 2011 – Aug 2013

Education

MSc Computer Science with Data Science
University of Sunderland
2024 - 2025

- Big Data, Machine Learning & Data Mining
- Computer Architectures & Networking
- Cybersecurity & Secure Databases
- Software Engineering
- Data Visualisation

BSc (Hons) Open Degree (Business)
Open University
2009 - 2014

- European Business Studies
- Law & Commercial Law
- Financial Accounting
- Entrepreneurial Opportunities

Google Data Analytics
Specialisation Certificate
March 2024

- Data Cleaning & Analysis in SQL & R
- Data Visualisation with Tableau
- Extracting Business Insights
- Statistical Analysis Foundations

Technical Skills

- Google & Microsoft Office Suites
- Looker & Looker Studio
- Python
- SQL

Professional Skills

- Operational Planning and Optimisation
- Data Analysis & Interpretation
- Data Integration
- Data Visualisation
- Stakeholder Collaboration