Michael Diep | Business Intelligence Developer

Location: Liverpool

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**Professional Profile**

A resourceful and innovative Business Intelligence Developer with over 10 years of experience working with data, developing report solutions for various sectors such as the education sector, call centre industry and the Legal sector; including Payroll, HR, Pensions, Conveyancing, Personal Injury Claims and Road Traffic Accidents.

Skilled in handling and dealing with large volumes of data from multiple sources; able to analyse data and produce innovative report solutions to assist business needs at all levels. Able to deliver complex tailored reports to comply with specific requirements with examples of improving operational performance and reducing costs.

Committed to research in any new reporting tools to gain additional knowledge and skills which may benefit future developments of the business.

**Key Skills:**

**SQL Server:** senior level with over 3 years of experience.

**Power BI:** senior level with over 7 years of experience.

**Power Automate:** intermediate level with 1 year of experience

**Power Apps:** intermediate level with 1 year of experience

**Excel:** senior level with over 10 years of experience

**Employment:**

**January 2022 - Date: EPM – Business Intelligence Developer**

Working in the IT department to deliver any reporting requirements or development projects. Specialising in Power BI and Power Automate duties.

**Duties Include:**

* Power BI: End-to-End development including data modelling, maintaining the data warehouse and designing customer facing reports.
* BAU tickets or Projects regarding data analytics or reporting.
* Create and maintain Power Automate flows or PowerApps.

**Key Skills:**

* SQL Server:
  + Creating and maintaining stored procedures to feed SSRS reports, including use of temp tables, windowing functions such as partitioning, pivot and unpivot.
  + Configuring the data warehouse to add tables, columns or SQL Views to feed Power BI.
  + Creating functions to centralise business logic. E.g. complex calculation for FTE.
  + Optimised many legacy SSRS reports by migrating the data source to the data warehouse.
* Power BI:
  + Modernised the “Insights” Power BI report which is the main customer facing report; this dramatically altered the perception from customers gaining positive customer feedback.
  + Re-architected the Power BI suite of reports to consolidate and remove redundant reports; rebuilding and improving the efficiency and accuracy of legacy reports, applying best practices.
  + Created a new ‘self-service’ Power BI report for internal use.
* Power Automate:
  + Set-up environments and workflows for the development of Power Automate.
  + Created flows to automate manual tasks, including bulk manipulating SharePoint Lists, triggering emails from internal ticketing system and loading data to SharePoint lists from CSV.
* PowerApps:
  + Created apps to automate aspects of the Internal IT ticketing system and IT Project management, greatly reducing time spent on administrative tasks.
* Excel:
  + Extracted VBA logic from external templates to apply logic to internal reports used for data exports, greatly reducing manual effort required and reducing errors on exports.

**April 2020 – January 2022: Serco - Management Information Analyst**

Working in the Outperform Solutions Team to deliver any reporting requirements from the Call Centre sector of Serco. Responsible for leading and the Power BI development.

**Duties Include:**

* Development of Power BI and Excel reports.
* Maintaining Power BI workspaces and Power BI admin tasks.

**Key Skills:**

* SQL Server:
  + Created Table-Valued Functions to consolidate the many legacy Stored Procedures which were duplicating code. This dramatically reduced the technical debt on maintaining the code.
  + Created functions to centralise complex calculations. E.g. calculation of talk-time/hold-time.
  + Created a data warehouse for the new Power BI reports.
  + Optimised Stored Procedures which reduced daily report exports from 3 hours to 1-2 hours.
* Power BI:
  + Authored end-to-end the solution for the customer facing external Power BI reports.
  + Applied complex DAX measures and calculation groups to build in bespoke features to the report such as dynamic selection of categories for report visuals and switching metrics.
  + Championed the best practices such as the “Golden Dataset” method and Power BI templates.
  + Workspace management: handling access permissions for Reports, Dashboards and RLS.
* Excel:
  + Created a template to automate extracting data from external emails programmatically. This included heavy use of VBA and Power Query and greatly reduced the maintenance time and eliminated manual errors in the key areas.
  + Created a template to consolidate many report templates sharing common elements thus reducing report export from 2 hours to 20 mins. This involved making use of the Table Valued function to replace Stored Procedures and replacing VBA with Power Query.

**Key Achievements:**

* Set up a suite of reports required in the 2020 crisis with the very limited timescale available.
* Iterated continuous improvements of the reports to handle the rapid changes in requirements.
* Innovated on new key metrics for the reports which assisted in reducing inefficiencies in the operational activities in the call centre.
* Set up mapping tables to combine data from 3 multiple sources to be reported in Power BI.
* Architected a Temporal Table to capture historical data to produce Point-in-Time reports such as Attrition reports and FTE/Headcount reports.

**November 2015 – April 2020: DC Law - Management Information Analyst**

Working closely with different departments, in particular the Business Improvement Department, to deliver reporting solutions to monitor the company’s operational and financial performance.

**Duties Include:**

* Providing the Finance Director with accurate data analysis for budgeting and KPI analysis.
* Maintaining the suite of “Daily Flash”, Monthly and Annual reports.

**Key Skills:**

* Excel:
  + Sole creator of the entire management information reporting suite of Excel reports used by the business to measure internal performance. This involved the use of MS Query to transform data and Power Pivot to visualise the information.
  + Set up management tools using Excel and VBA; allowing managers to easily input data into reports.
* Power BI:
  + Assisted in creating a Power BI Embedded solution allowing a distribution of tailored reports to a large volume of users via a Web App with Azure authentication; taking advantage of capabilities such as Row Level Security to filter data based on user levels.

**Key Achievements:**

* Cleansed and simplified the data extraction from Proclaim case management system. Applied bug fixes and refactored code in the case management system to produce more accurate and usable data for reporting.
* Assisted in developing a live reporting solution which involved extracting data from Proclaim management system, transforming the data in SQL Server and delivering reports in Power BI.

**Education, Qualification**

2012-2018: ACCA – Fully Qualified (Self Studied)

2007-2010: AAT, Completed Foundation, Intermediate and Technician Level

2003-2004: NVQ Level 2 Accounting

1996-2001: Broadgreen High School, GCSE: (B-D) including English, Maths and Science

**Key Strengths:**

* Quick learner, easily adapting to new concepts and processes.
* Able to work under pressure to ensure deliverables are completed within deadlines.
* Ability to handle multiple tasks concurrently.
* Self-sufficient, able to work with minimal supervision in order to distil information into understandable data; prioritised by importance, feasibility and rollout workflow.

**References available on request**