# Sara Victoria **SUGDEN**

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## **Summary**

Recent Master of Data Science graduate with more than 20 years of experience in the field of IT development. Excellent communication skills and a consistent team player in all sorts of environments. Seeking to expand data analytics talents by bringing a wealth of expertise to your company.

## **Qualifications**

2021 Master of Data Science (Professional) with Distinction James Cook University

2018 Advanced Diploma of IT Project Management (PMBOK) NSW TAFE

2010 Advanced Diploma of Photography Photography Studies College, Melbourne

1987 Bachelor of Social Science majoring in Computer Science and Mathematics University of Waikato, NZ

## **Skills**

* Structured Query Language (SQL)
* SAS, SAS Studio, SAS Visual Analytics, DataFlux Data Management Studio
* R using R Studio, Python
* Power BI, Tableau (Data Visualisation)
* DB2, Teradata, Oracle CMS
* Hadoop (HiveQL, Pig Latin)
* AWS SageMaker
* Sectors: Telecommunications, Banking, Credit Cards, Home Lending, Insurance, Government
* Excellent oral and written communication
* Analytical and inquisitive mindset
* Excellent problem-solving skills
* Task prioritisation
* Peer relationships
* Stakeholder engagement

## **Experience**

**Senior Data Analyst May 2021– present**

**City of Stonnington**

Currently wrangling data for ingestion to a new cloud based DataStack and wowing business users with Power BI interactive dashboards. The automation and streamlining of an HR Workforce Analysis report led to a 75% reduction in resource effort.

**Part-time student and In-Home Child Minder May 2018 – December 2020**

**James Cook University Online**

Completed a Master in Data Science (Professional) through James Cook University Online. Knowledge of Tableau, R using R Studio, SAS Studio, SAS Visual Analytics, SAS DataFlux, MySQL Workbench, MATLAB, Python, AWS SageMaker, data management including Hadoop, data mining and machine learning, data information, and strategic decision-making.

**Assistant Release Officer August 2016 – April 2018**

**Health Support Queensland Brisbane, Queensland**

As an Assistant Release Officer working in Workforce Management Solutions and Operations, Payroll Portfolio my duties included assisting in the coordination of timely release planning activities to enable business requirements identified by Queensland Health to be analysed, assessed for impact including integration impacts, designed, developed, tested and implemented into production within established frameworks, strategies, standards, methodologies and policies. I co-ordinated and consolidated release management reports and evaluated progress, risks and issues and reported on these items appropriately to management. I also maintained the Release Management Sharepoint site.

**Tax Consultant July 2012 – December 2015**

**H&R Block (Port Douglas) Port Douglas, Queensland**

**H&R Block (Cairns) July 2018 – August 2018, July 2016 – August 2016, July 2011 to October 2011**

Tax return preparation for individuals and small businesses. During the quieter times of the financial year my duties included answering the telephone and booking appointments, preparing files for appointments, greeting clients at reception, maintaining the filing system, and banking. During the 2014 and 2015 tax seasons I mentored junior tax consultants.

**Social Media Manager – Self-employed March 2010 to July 2012**

Had my own social media management business to support small business with their social media and local marketing.

**Analyst/Programmer – National Australia Bank, Melbourne August 2006 – March 2010**

In February 2008 was assigned to the Payments Team. From February 2008 until July 2009 worked on several projects impacting the Bills Trading system which is a Treasury system processing negotiable discounted Securities. From July 2009 until March 2010 was assigned to several projects in International Capture systems. Main duty was to perform high level and detailed technical analysis of existing systems. This included the translation of Business Requirements into Detailed Design Specifications, producing very detailed program (IMS and DB2/SQL) specifications, development and review of new processes, responsible for the redesigning of complex Telon programs, all levels of testing including setting up test cases in Quality Centre's Test Director, and producing Operations Support documentation.   
  
Prior to this worked in the Technology Banking Australia, Commercial Customer Accounts (CASB application) team. Duties included investigating and making code changes to existing IMS COBOL and DB2 programs for CASB for a variety of projects including the Front End Replacement Program Release 4, Project Austin to introduce a new product, phase 3.2 of the Financial Freedom project and project SIMBA (SMS Banking), writing program specification for a conversion module for the Anti-Money Laundering (AML) project in the Marketing Entity application, all levels of testing including setting up test cases in Quality Centre's Test Director.

**Senior Solutions Specialist October 2002 – August 2006**

**Telstra Melbourne, Victoria**

As an Analyst Programmer working in the Telstra Retail, Technology Solutions area duties included Data Mining to produce regular Pricing Plan Analysis and Site Traffic reports, as well as ad-hoc analysis reports for the Account Executives in the Sales area. Under a restructure transferred to the Customer Relationship Management team in the Telstra Consumer & Marketing area. Additional duties included producing regular and adhoc campaign lists from both OCMS and CMS.  
  
In Oct 2004 became a permanent employee as a Senior Data Analyst in the Data & Analytics Team to deliver quality data, reports and customer insights in a timely manner, accountable for providing specialist knowledge and data analysis to support TC&M and other business units.

Under a re-structure in late 2005 transferred to Analytical CRM as a Snr Solutions Specialist. Provide input into the Business Information Strategy document in regards to in the transformation of the DW into an Enterprise Data Warehouse; provide quality advice based on the technical knowledge; produce and support ad-hoc queries in SQL and SAS.

## **Prior experience**

Prior to this worked at various companies in the United Kingdom, Australia and New Zealand. Full details can be viewed on my LinkedIn profile [au.linkedin.com/in/torisugden/](http://au.linkedin.com/in/torisugden/" \o "View public profile)

**Analyst/Programmer – ALLTEL Mortgage Solutions, Bingley, United Kingdom** September 2001 – February 2002

**Analyst/Programmer – Halifax plc, Leeds, United Kingdom** April 2000 – September 2001

**Analyst/Programmer – Bradford & Bingley Building Society, Bingley, United Kingdom.** September 1998 – October 1999

**Analyst – First Data Resources, Basildon, United Kingdom** March 1998 – September 1998

**Analyst – Midland Bank, Sheffield, United Kingdom** August 1997 – February 1998

**Change Request Lead, Lead Analyst and Change Request Owner, Telstra, Melbourne.** August 1996 – August 1997

**Travelling - throughout South America** November 1995 – July 1996

**Analyst/Programmer and Analyst – Telstra, Melbourne** October 1993 – November 1995

**Analyst/Programmer – New Zealand Rail Ltd, Wellington, New Zealand** April 1993 – October 1993

**Travelling - London to Kathmandu** October 1992 – February 1993

**Consultant – BIS Information Systems Limited, Sutton, United Kingdom** August 1991 – October 1992

**Analyst/Programmer – General Accident Fire and Life Assurance Corporation plc, York, United Kingdom**

January 1990 – August 1991

**Analyst/Programmer – Doncasters’ Monk Bridge Ltd, Leeds, United Kingdom** January 1989 – December 1989  
**Programmer/Analyst – Government Computing Service Ltd, Wanganui, New Zealand** December 1986 – November 1988

An interactive data visualisation of my resume can be seen at **https://public.tableau.com/profile/tori4382#!/vizhome/Resume-ToriSugden/Resume**

## **Interests**

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| Photography | Scuba Diving | Puzzles | Travelling | Whisky | Reading | Cooking |