Alex Morgan

Data and Reporting Analyst

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SUMMARY

Data and reporting analyst with 7 years' experience across IT support, project coordination and reporting. Builds SQL and Power BI reporting that managers use every week, and coordinated a CRM rollout to 300 users.

EXPERIENCE

Data and Reporting Analyst Mar 2022 – Present

Contoso Ltd, Manchester, UK (hybrid)

- Built 14 Power BI dashboards on SQL Server data, used weekly by operations and finance managers.
- Automated the monthly service report with SQL and Power Query, cutting preparation time from 2 days to 3 hours.
- Cleaned and merged customer data from three legacy systems, removing 12,000 duplicate records.
- Coordinated a 4-month move of team reporting from Excel to Power BI, including training for 40 staff.

Technologies: SQL Server, Power BI, DAX, Excel, Power Query

IT Project Coordinator Jan 2020 – Feb 2022

Northwind Traders, Leeds, UK

- Coordinated the rollout of a new CRM to 300 users across 5 sites, keeping plans, risks and actions in Jira and Confluence.
- Organised user acceptance testing with 25 staff, tracking 180 test cases to sign-off.
- Ran weekly status meetings and reported progress to the steering group.

IT Support Analyst (2nd line) Sep 2017 – Dec 2019

Fabrikam Inc, Leeds, UK

- Resolved incidents and service requests in ServiceNow for 600 users, meeting SLA on 96% of tickets.
- Built ServiceNow reports on ticket volumes and SLA breaches for the monthly service review.
- Managed Microsoft 365 accounts and licences, and set up laptops for new starters.
- Wrote 35 knowledge-base articles for common password, VPN and printer issues.

SKILLS

Data: SQL, Excel, Power Query, Power BI, DAX

IT service: ServiceNow, Microsoft 365, ITIL 4

Projects: Jira, Confluence, User acceptance testing, Stakeholder reporting

EDUCATION

BSc, Business Information Systems Sep 2014 – Jun 2017

University of Sheffield

CERTIFICATIONS

Microsoft Certified: Power BI Data Analyst Associate, Microsoft Apr 2023

ITIL 4 Foundation, PeopleCert Mar 2018

LANGUAGES

English (Native), Spanish (Conversational)