

**Clare. A. Nicklin**  
**Management Information Manager and Architect**

**Profile Summary**

- ❑ Management Information (MI) / Business Intelligence (BI) specialist – 15 years as a manager/team leader and senior consultant across various industry sectors, particularly education, financial services and government & public sector. Presented award for Outstanding Delivery by CIO in previous role for institutional dashboards.
- ❑ Data and information architect – data warehousing, ETL, data modelling (dimensional, Kimball), data integration, data quality and data protection. Reporting, dashboards and information portals. Designed and implemented warehouses for blue chip companies. Delivered 4 live warehouses in 3 years in previous role, including business intelligence layer and OLAP. Turned around and revived stalled warehouse developments.
- ❑ Senior SAS specialist - SAS solution consultant and advisor. Expert in the migration of legacy systems and full EDI & EBI toolsets.
- ❑ Project manager and experienced team leader – full lifecycle delivery from MI strategy to project conception to product release. Built warehouse development teams from scratch. Experienced mentor.
- ❑ MI strategist – adept at engaging with key stakeholders (business and technical) at all levels, advising on key strategies, devising data/software architectures and enabling change.
- ❑ Consultant – experienced at problem solving using a wide range of environments, including different operating systems (various Unix/Linux and Windows flavours) and multiple programming languages (SAS, SQL, SAS Macro, Java, .NET, JavaScript, HTML, CSS). Taught courses to 100s of delegates in SAS, web technologies and data warehousing. Authored and delivered papers at international conferences.

**Professional Experience**

**07/08 – 02/12**

**MI Architect**

**The Open University, Walton Hall, Milton Keynes MK7 6AA**

**Job Description:**

- ❑ MI Manager – definition and documentation of institutional MI strategy; member of and advisor to MI steering group; cultivation of data sponsorship and ownership; analysis of institutional data requirements and documentation of key deliverables; demonstration of warehouse based applications using a series of proof of concept systems and presentations; proactive marketing of the warehouses and BI systems to secure warehouse and BI adoption in the face of highly distributed cottage industries; implementation and promotion of four warehouses to live, including full BI layer, within three years; complete overhaul of legacy systems consolidating multiple servers, operating systems and versions of SAS into a single, coherent architecture.
- ❑ Project Manager – warehouse project life-cycle management from conception to maintenance and support; project planning; change control; version control; metadata backups; creation of warehouse team; technical mentor; training plans and appraisal definition.
- ❑ MI Architect: data integration architecture – specification of data access to source systems; ETL process design; warehouse model design using dimensional modelling techniques (Kimball methodology); star schema models with some snowflaking; data marts; full permissions system, specifying individual access to multiple layers within multiple warehouses and securing sensitive data.
- ❑ MI Architect: business intelligence architecture - design and implementation of OLAP cubes including drillthrough capability; reports from flat and cubed data; published portals and dashboards; wiki based documentation for the publication of MI definitions.
- ❑ SAS Expert – SAS consultant; advisor on software architecture, licensing and institutional SAS training plans; SAS account management; expert in full EBI and EDI toolsets; expert in the support of and migration from SAS legacy systems.

**02/07 – 06/08**

**IT Consultant**

**Inidimman Consultants, Self-Employed**

**Job Description:**

- ❑ Various small-scale developments which included a Java application for Aston University and website developments for local companies (Java, JavaScript, HTML, CSS and XML).

**11/01 - 08/06**

**Senior SAS Consultant and Team Leader**

**Amadeus Software Ltd., Mulberry House, 9 Church Green, Witney OX28 4AZ**

Amadeus is one of the foremost SAS Quality Partners with one of the longest standing reputations in the country for SAS development, consultancy, and training.

**Job Description:**

For more information, including references, contact Clare Nicklin on:  
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- Advising companies on data warehouse development and management information delivery.
- ❑ Project Manager – implementation of ISO project management techniques and documentation; regular progress meetings and status reports for high profile developments; management of team schedules and training requirements.
- ❑ Technical Team Leader – technical solution design and management.
- ❑ Team Leader – yearly appraisals; definition of goals and objectives; mentoring; referee for conference papers; training development and planning.
- ❑ Warehouse Developer - design, creation and maintenance of star schema data warehouses; ETL; development of data marts; OLAP cubes; reporting systems.
- ❑ Front End Developer - creation of rich client and thin client applications/viewers to enable reporting and access to warehouses using .NET and Java.
- ❑ Trainer – contributing author of various Amadeus training courses and seminars; delivery of those training courses and seminars in-house and on-site nationally.

09/00 – 11/01

**Senior SAS Consultant**

**eNiklas (UK) Ltd.**

**Job Description:**

Advising companies on data management; data warehouse development; information delivery; report generation.

05/97 – 09/00

**Senior Analyst Programmer**

**Groupama UK Services Ltd.**

**Job Description:**

Data warehousing using SAS software; star-schema creation for insurance policies and claims data warehouses; data querying; report and macro generation.

08/96 - 05/97

**Database Consultant**

**Sales Technology**

Sales Technology specialised in the development of sales and marketing databases.

04/95 - 09/95

**Software Trainer**

**Nissan European Technology Centre (NETC)**

## Academic Qualifications

09/94 - 05/96

**M.Sc. Computing Science**

**Classification Obtained:** Distinction

09/89 - 07/93

**BA(Hons) French and International Relations**

**Classification Obtained:** 2(ii)

## Professional Conference Papers

- ❑ **SAS Professionals 2010:** “Promoting Business Intelligence Techniques in a Distributed Environment”.
- ❑ **Global Forum 2009:** “Identifying Complications and Overcoming Problems Using SAS® Enterprise BI Server” achieving Best Contributed Paper in Business Intelligence section.
- ❑ **Views 2003:** “The Use of Java with The SAS® System”.
- ❑ **SUGI 2003:** “A Successful Implementation of a Complicated Web-based Application Through webAF™ and SAS® Integration Technologies” receiving Outstanding Achievement Award for Emerging Technologies Section.

## Interests and Leisure Activities

- ❑ **Sport:** Tennis, aerobics and fitness training.
- ❑ **Activities:** Film and the history of cinema. Photography, especially the photography of architecture and landscapes.
- ❑ **Pedagogy:** The principles of how young children learn, including the use of puzzles as learning aids.

## Other Skills and Qualities

- ❑ **Languages:** French and Swedish.
- ❑ **Charity treasurer:** Treasurer for local school charity and fundraising committee.
- ❑ **Governor:** Governor of local school. Primary interest is Early Years Foundation Stage progress.
- ❑ **Book reviews:** Data warehousing and data mining book reviews for The British Journal of Health Care Computing and Information Management.