



“ We believe in consumer centric transportation for a thriving nation in the 21st century, building on connected, cost-effective journeys transformed by our world-class technologies ”

Role Profile Data Analyst

About us

Our vision is to support a railway that delivers for its customers, using deep technology expertise and industry experience to deliver solutions that meet transport challenges across the UK and beyond. Harnessing our great ideas and turning them into products used and loved by our customers, we build digital solutions that improve customer journeys across the rail network.

We specialise in providing mission critical systems and data-led solutions, primarily in the transport industry. This role sits right at the heart of our data activities, and you'll bring creativity and an appetite to make things work beyond your primary responsibility.

Data underpins everything we do: railway operations' data is large, complex and often messy. As a Data Analyst at Resonate, you could be preparing the data to install a product at a new site, supporting business cases or helping our customers achieve and demonstrate the benefits our products enable. Everything we do makes a difference to how good a service rail customers receive and through the intelligent use of data, we are helping to predict and prevent problems on the rail networks.

What are the key objectives?

- Enable decision makers in our customers and our company
- Work with large data sets to provide reliable and robust analysis
- Present information to non-technical audiences
- Support the data teams by creating reusable, high quality data pipelines and analysis
- Investigate new data sources and identify additional insights from the data
- Work at pace

What might you get involved in?

- Data manipulation (cleaning, reshaping, grouping, and aggregating, joining etc) and visualisation
- Data preparation, working with the team to input data into our operational systems
- Assembling robust, reusable, well documented and version-controlled data analysis pipelines
- Working with a range of database types (relational, NoSQL etc), data formats (csv, json, parquet etc) and data types (numerical, strings, timestamps, etc.)
- Utilising BI/dashboard tools (e.g., Tableau, PowerBI, QuickSight)
- Translating a business problem/question into a hypothesis that can be tested through data analysis, and clearly and concisely conveying and evidencing the headline conclusions
- Identifying opportunities for business or product improvements, either through use of the data or by applying automation to business processes

Skill Requirements

- You will be highly numerate and be comfortable working with large data sets reliably and accurately
- You will have a good understanding of statistics
- You will be comfortable presenting your analysis to both technical and non-technical audiences

If you have experience in any of the following areas it will be an advantage, if not you will have plenty of opportunity to acquire these skills:

- Developing efficient code/algorithms
- SQL
- Writing data analysis software in Python, utilising packages such as pandas and matplotlib





resonate

- Manipulating and combining data
- Building data pipelines
- Creating prototype code
- Utilising AWS compute, storage, and database services (e.g., S3, Athena, EC2)
- Visualising data using technical techniques such as Tableau/Power BI/QuickSight/Google Analytics

Personal Attributes

- Have a growth mindset; the ability to think beyond our current practices and recognise trends and projections, opportunities for growth and improvement - be smart and be curious!
- Commitment to, and champion of the value that data can play in positively impacting our customers business
- Resilience, flexibility, and being comfortable with challenge and change
- Good communication and interpersonal skills, always respectful of others

Flexibility in how and where you work

At Resonate it's the 'how' we do things, together with 'what' we do that differentiates us. We want our people to engage with our vision and display our values and behaviours in their daily activities.

Joining the team, contributing to our vision, and becoming a "Resonator" should not be determined by traditional views of working, our background, or our personal circumstances. What we do, when we do it, and where, should promote positive outcomes - meeting client commitments, innovating, and collaboration with colleagues – flexibility is key to this.

This role could be based in Derby, Milton Keynes, or London (we have beautiful contemporary workspaces at all three offices), and we have adopted a flexible, hybrid approach to work and work location - so please talk to us about your preferences and how these could work for both you and the team.

Our normal full-time hours are 37 per week, but there is a great deal of flexibility over working times, so this role may suit an individual looking for an arrangement that suits their needs and commitments, around our requirement to be in the office at least one day per week.

