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Business Intelligence & Advanced Data Analytics

[Online resume](#)

EXTENSIVE DATA ANALYSIS AT REPUTABLE CORPORATIONS • PERFORMANCE MEASUREMENT METRICS • FINANCIAL ANALYSIS • BENCHMARKS • DASHBOARDS • SCORECARDS • DATABASE AND SQL ANALYSIS • DATA VISUALIZATION TO DELIVER ACTIONABLE REPORTS • CUSTOM SOLUTIONS IN EXCEL AND ACCESS •

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Employment History:

Wells Fargo | Corporate Finance | Customer Remediation COE | Advanced Solutions | Sr. Lead Analytics Consultant | Remote Contract
Minneapolis, MN June 2022 to Current

- Performed Teradata SQL analysis for customer complaint tickets for ECMO (Enterprise Complaint Management Office).
- Prepared final documents to communicate the current status of customer complaints under the Sales Practices remediation program to ECMO and tracked their progress on JIRA.
- Responded to CFPB (Consumer Financial Protection Bureau) requests for those customers whose cases were under the close scrutiny according to the Sales Practices remediation program.
- Assisted team lead with tracking the pipeline and team member training and reviewing their work.
- Provided advance data analysis services to identify populations for remediation efforts.

AT&T | Data Platform | Chief Data Office | Solution Engineer and Data Strategy Consultant | Remote Contract
Dallas, TX December 2021 to May 2022

- Performed as a solution architect in data platform to deliver impact assessments for applications
- Interacted with lead project managers, application owners/managers, developers to assess the level of complexity involved for required changes.
- Communicated the findings to solution delivery teams to assist with assigning the proper resources to dedicate for projects.

Wells Fargo | Technology | Data Resiliency Group | Data Strategy Consultant | Remote Contract
Minneapolis, MN, March 2021 to November 2021

- Worked in Data Backup and Segmented Recovery Workstream (DBSR)
- Identified mission critical applications with poor recovery performance to support the business continuity plans.
- Engaged with the application owners for gap analysis on poor recovery times.
- Prepared recommendations and guidelines to enhance application recovery times after a data corruption incident.
- Coordinated with the monitoring and detection teams to plan on identify and manage data corruption events.
- Performed in fully agile environment attend daily scrum calls and coordinate my work per the current direction of the initiatives with the rest of the team.

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Mercer Health and Benefits Administration LLC | Data Management Specialist | Remote Contract

Norwood, Massachusetts, August 2020 to December 2020

- Worked with HR benefit programs premium data files on behalf of the major carriers.
- Prepared outbound data file configurations for clients via Oracle SQL per requirement files.
- Modified and wrote Oracle SQL scripts to develop carrier files per business requirements.
- Collaborated with data integration team to ensure correct data mapping for the outbound data files.

Wells Fargo | Compliance | Financial Crimes Department | Sr. Business System Consultant | Remote Contract

Minneapolis, MN, February 2020 to August 2020

- Created UAT test scripts to ensure data integrity and quality of data mapping and loading processes.
- Wrote SQL statements against Teradata databases according to specifics identified in test cases.
- Structured ALM (Application Lifecycle Management) application to manage team's testing efforts.
- Worked with ETL developers and business to grasp the big picture to design effective test routines.
- Prepared BRD and FSD artifacts to communicate the requirements and functional specs to stakeholders about data structures and data flow among the database systems.
- Supported business continuity and disaster recovery data structures and testing.

Optum (UnitedHealth Group) | OptumHealth Technology | Sr. Business System Analyst | Contract

Eden Prairie, MN, September 2019 to January 2020

- Provided data profiling, source to target mapping and data analysis in an agile environment.
- Attended daily scrum standup meetings and conducted ad hoc webex meetings with the project and business team members to gather business requirements.
- Participated user story creation and feature grooming session for upcoming sprints.
- Communicated daily with the business to understand the reporting requirements to reflect in data mapping and profiling.
- Worked with very large data sets and complex data models supporting consumer engagement platform campaign process.
- Delivered data profiling document to development team after the business sign off and provided follow up support for any issues or questions.

Wells Fargo | Wealth and Investment Management | Trust Services Group | Data Analyst - Excel and Access Developer | Contract

Minneapolis, MN, March to August 2019.

- Developed Excel based scheduling tool which facilitates business process testing activity planning.
- Built user friendly model office week-wise activity planning and tracker tool in Access.
- Generated reports from SQL Server database and posted to SharePoint for the audience to track status of each business process readiness status in conjunction with the testing activities.
- Assisted project managers who overview the scope activities within agile environment via weekly status reports that are used to support and track multiple teams' activities.
- Modified and improved Access training database which tracks required employee training activities and status in a suite of banking topics.
- Reviewed and improved the overall risk rating system which was created via extensive Excel macros.

BASF Corporation | Construction Systems | Business Systems and Information Analyst | Employee FTE

Shakopee, MN, November 2016 to December 2018.

- Developed self-analytics reporting tool via Excel power queries, macros and Access database for Finance, Sales, Product Management, Pricing, R&D and Customer Service departments.
- Interacted with SAP master data to query for extracting the raw data sets feeding reporting processes.
- Created back-end Access database to support business intelligence tool for daily view.
- Improved Access pricing database that generates price lists for each corporate/commercial customer.
- Provided training sessions to field sales team members on utilizing basic SAP query tools and methods.

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Minnesota Housing Finance Agency (MHFA) | Business Technology Systems (BTS) | Application Development Group | Excel and Access Developer | Contract St. Paul, MN, February 19th 2015 to November 6th 2015.

- Supported business users with Excel and Access based reporting and tracking tools.
- Maintained VBA driven applications and modified tools for the changing business requirements.
- Worked with BA and PM to deliver solutions for the changing and new business requirements.
- Created process documentations and flow charts for the existing, modified and new developments.
- Delivered customized tools for operations tracking and monitoring in Excel and Access.
- Contributed to organization-wide new data structure initiative for more robust tracking systems.

Wells Fargo Wholesale Banking | Wholesale Information Systems | Data Integration Team | Business Systems Consultant | Contract Minneapolis, MN April 7th 2014 to September 26, 2014

- Worked with source data to Integrated Layer mapping in iHub common data platform.
- Participated business requirements, data quality, data profiling and data modeling meetings.
- Worked with Oracle tables using SQL Navigator for extractions.
- Compiled data from multiple sources in multiple formats.
- Worked with data conformance and governance.

UnitedHealth Group | Corporate IT | Solutions Support & Services | Health Portal Team | Data Analyst | Contract Minnetonka, MN September 23, 2013 to February 28, 2014

- Worked with complex client onboarding configurations for incentives and health rewards programs of the existing and new clients and completed data loads to Oracle tables per given requirements.
- Used data models and business rules and executed PL/SQL scripts accordingly to load tables per the requirements as depicted on decision guides.
- Executed SQL Server SSIS / ETL packages via Visual Studio in order to load Oracle 11.g client tables in UAT and production environments.
- Coordinated unit testing and data validation efforts with the offshore team also fixed the assigned defects by the UAT testing team.

Prime Therapeutics | Enterprise Planning and Program Management | Performance Quality Improvement | Enterprise Process Analyst | Contract Bloomington, MN February 11th 2013 to May 24th 2013

- Streamlined and enhanced fully automated performance quality metrics reports in Excel.
- Developed pivot table and VBA based toolkit to track discrepancies in multiple reports.
- Modified existing scorecards and dashboards via Excel macros and highly complex formulas.
- Applied enhancements to the existing Excel based toolkit that generates various automated reports.
- Reviewed the existing VBA code and made the requested modifications in several update routines.
- Developed new procedures for the existing metric reporting system to gain operational efficiencies.
- Supported the team with technical issues and worked together on the standard operating procedures (SOP).
- Provided IT support to performance engineer of the reporting team.

Target Corporate | Supply Chain | Distribution Business Intelligence | Data Quality Analyst | Contract Minneapolis, MN October 1st 2012 to December 21 2012

- Tasked with the execution and improvement of data quality processes to ensure standards for relevant, high quality and accessible data are met and continually improved.
- Identified root cause issues and communicate data quality issues to business partners.
- Ensured that data is consistent, available, accurate and fit for reporting.
- Worked with the data governance teams to ensure data governance requirements and standards are met.
- Monitored data quality, define parameters for data integrity and compliance by performing data validation.
- Communicated quality metrics, issues and resolution to business clients, serve as a primary data expert on underlying business rules and data source.

UnitedHealth Group | OptumHealth | Care Solutions | Finance | Enterprise Management Reporting - BI | Sr. Financial Analyst & Business Analyst | Employee FTE Golden Valley, MN December 2007 to July 2012.

- Prepared actionable reporting processes to update executive dashboards for the senior leadership team.
- Designed Excel based ETL processes to support the BI focused reporting processes.

- Delivered monthly metrics and KPI reports to track performance within the agreed upon deadlines.
- Built online navigation functionalities on SharePoint for the interactive utilization of performance metrics reports.
- Wrote VBA procedures in Excel to automate updates and to add customization to reporting processes.
- Created and automated Hyperion Essbase queries to obtain data from G/L in PeopleSoft into Excel.
- Put together various data integrity procedures to ensure accurate and efficient delivery of essential updates.
- Developed MS Access database applications for billing, collections and BI reporting users.
- Provided recommendations and commentaries for action items for the key business initiatives based on analysis.
- Prototyped user requirements and prepared proof of concept samples for further discussions.
- Converted table structures, relationships and completed data mapping process to accommodate system change.
- Documented logical data flow processes capturing the essential updates in MS Visio.

GMAC-RFC/Rescap (now dba Ally Financial) | Servicer Strategy and Management | Principal Investment Activities | Performance Analyst | Employee FTE Bloomington, MN October 2005 to November 2007

- Created processes for the measurement of mortgage servicer performance for retained risk position.
- Designed reports to measure key metrics and benchmarks of servicing performance at loan level.
- Verified accuracy of all mortgage loan performance data and reported on exceptions.
- Developed MS Access database application for asset managers to monitor, analyze and report on their findings.
- Worked with various groups to coordinate reporting on the portfolio and collecting data attributes for measurement.
- Interacted with mortgage servicing partners on data feeds or data integrity issues.
- Prepared reports on nonperforming mortgage loans and worked with the asset backed securities team.
- Acted as a liaison with IT for maintenance and development of systems and applications to create efficiencies.
- Identified pockets of the portfolio with relative strength/weakness and determined the root cause(s) and plan of action.

Express Scripts | MS Access Database Consultant Bloomington, MN September and October 2005

- Prepared a reporting database for detective reporting in order to identify incorrectly invoiced rebate transactions.
- Worked with tables housing the total volume of 60 million transactions.

Ameriprise - Tax and Business Services (TBA) | Business Analyst | Independent Contract
Minneapolis, MN March 2005 to July 2005

Project Deliverable: Global Financial Systems Information Management | GFS IM TREX Enterprise Net flow Initiative.

- Determined total net cash flow into the company encompassing 10 different systems that feed one database called TREX for the entire company (AEFA).
- Prepared Access SQL statements and submit to SAS programming team to be incorporated into SAS routines.
- This tool was intended to be used as a gauge to measure the performance of all the financial advisors in the field in order to compensate them based on their net contribution to the company.
- Identified trigger transactions on the database according to business rules.

General Mills | IS Supply Chain | MS Excel Developer | Consultant Golden Valley, MN January- March 2005

- Developed an Excel based project management tool called Critical Path to be utilized via SharePoint by 1000 plus users to monitor a new product launch process via Windows SharePoint on the corporate intranet.

General Mills | International Export Division | Information Specialist & Master Data Analyst | Contract
Golden Valley, MN March 2004 to October 2004

- Provided technical and analytical support for International Export Supply Chain division through the creation and implementation of user developed databases and/or reports using MS Access.
- Created, maintained and requested master data records stored and processed in SAP R/3.
- Leveraged data tools primarily MS Excel 2000 extensively including VBA macros to analyze SAP and legacy systems data to assure compliance with business processes and a high level of data quality.
- Designed and maintained department web content utilizing Microsoft FrontPage 2000 and utilizing MS Share Point in conjunction with this web site to facilitate pulling online documents with ease for customer service reps and managers.

Wells Fargo Home Mortgage | Operations Data Analyst | Contract Minneapolis, MN October 2003 to January 2004

- Maintained, modified and improved MS Access database to support compliance teams for daily testing on sampled closed loans for data integrity and accuracy.

Wells Fargo Home Mortgage | Mortgage Closing Analyst | Contract

Minneapolis, MN September 2002 to September 2003

- Performed as a Subject Matter Expert in the mortgage closing area providing assistance to new team members
- Worked on the mainframe based LPS (Loan Processing System)
- Provided customer service for the approved mortgage loans primarily for refinances
- Coordinated the mortgage closing between the customer and the closing agent

US Bank | Corporate Trust Center | *Reporting Analyst* | Contract
St. Paul, MN February 2002 to June 2002

- Provided spreadsheet support for ad hoc data analysis requests in Excel.
- Developed an MS Excel based tool to assist the process of reporting remaining eligible funds to appropriate states.

US Bank | Insurance and Investment Services, Inc. | *Product Analyst* | Employee FTE
St. Paul, MN November 1999 – September 2000

- Maintained and improved payment protection sales tracking database in MS Access 97
- Designed SQL procedures to pay sales commissions for participating bankers
- Provided weekly standard and ad hoc reports for end users showing weekly sales
- Designed Access database to keep track of cancellations rate on the credit insurance plans
- Developed Access database reporting application to keep track of quarterly marketing campaigns
- Supported 25 end users for Access reports and general database end user problems by phone and on site

National Car Rental Systems (NCR) | *Financial & Technical Analyst* | Employee FTE
Edina, MN April 1999 – November 1999

- Worked closely with corporate accountants to enhance the corporate unit cost model
- Supported activity based costing project with Access SQL
- Collected information from cross functional departments for data requirements and analysis
- Migrated data from Access into Oros ABC software via MS ODBC
- Performed statistical modeling for unit cost structure of rental operations
- Compiled financial data from corporate GL residing in Peoplesoft using People Tools SQL

EDUCATION:

- MASTER OF ARTS IN BUSINESS ECONOMICS
WICHITA STATE UNIVERSITY (WSU) -- Wichita, KS
- BACHELOR OF BUSINESS ADMINISTRATION - International Business/Finance Major
WICHITA STATE UNIVERSITY (WSU) -- Wichita, KS
- ASSOCIATE OF SCIENCE IN THEORETICAL MATHEMATICS
ISTANBUL UNIVERSITY (IU) – Istanbul, Turkey

CERTIFICATION PROGRAMS:

- ORACLE APPLICATION DEVELOPMENT AND DATABASE PRINCIPLES
UNIVERSITY OF MINNESOTA
- CLIENT AND SERVER TECHNOLOGY UNIVERSITY OF MINNESOTA

COMPUTER SKILLS INVENTORY:

- MS Excel (1995-2016) – Advanced power user/developer with VBA (Industry)
- SAP R/3 Master Data financials and supply chain modules (industry)
- Excel Analysis Office to interact with SAP & OCEAN financials module (industry)
- SSIS packages of SQL Server for ETL processing (Industry)
- MS Access Reports (2003-2016, Forms, SQL, VBA Data Modeling (Industry)
- Hyperion 7X Essbase Solutions – BI Tool (Industry)
- Tableau Professional Ver. 7.0 (Industry) (Rapid Analytics and BI dev. Tool - Training)
- SAS 9.0 with Enterprise Guide 4.0 (Training)
- Business Objects Versions 6.5 and XI and Crystal Reports 11 (Industry and Training)
- Oracle 8i –Certification Training, Oracle 11g with Toad & PL/SQL (Industry)
- SPSS Statistical package (Graduate School)
- TSP – Time Series Processor (Graduate school)
- PeopleSoft (Industry) – People Tools SQL modules
- Cognos Impromptu and PowerPlay (Industry) – Business Intelligence
- Microsoft Power BI
- Alteryx BI Data Management Software

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- MS Excel Power Pivots, Power Query and DAX.
- AQT (Advance Query Tool for database navigation)
- DBVisualizer (Database SQL navigation tool)
- DBeaver (Database SQL navigation tool)
- CA Agile Central (Rally)
- SharePoint
- MS Visio
- TFS (Team Foundation Server)
- Teradata Database
- ALM (Application Lifecycle Management)
- Jira