

# Aly VanDeluyster

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## About Me

I am a high-impact Technical Analyst with over 10 years of experience at ADT, evolving from frontline emergency dispatch to leading complex data engineering initiatives. I'm a dedicated problem-solver who bridges the gap between technical infrastructure and human operations, specializing in automating inefficient legacy systems to empower employees. I have a proven track record of managing large-scale data migrations, optimizing workforce logistics for 400+ agents, and building robust Python/SQL tools that drive operational excellence and reduce system downtime.

## Experience

### November 2021 - Present

#### **Senior Business Intelligence & Data Engineer, ADT**

I am spearheading the modernization of enterprise data workflows by migrating legacy Access/Excel processes into a scalable Python-based ETL pipeline (Django, SQLAlchemy, Pandas). This will include programmatic error handling and self-service data options to increase system reliability and eliminate manual intervention. I manage a comprehensive suite of 70+ Tableau reports, combining complex data sets from SQL Server and a large-scale data warehouse to provide actionable business intelligence. I am also leading the technical overhaul of a critical agent-facing work assignment platform, removing cross-departmental data roadblocks to create a 'one-stop-shop' experience.

### January 2019 – November 2021

#### **Operations & Workforce Strategy Analyst, ADT**

Optimized operational efficiency for a 400-agent multi-departmental contact center. Spearheaded real-time load balancing and strategic phone skilling to minimize customer hold times and maximize agent utilization. Managed end-to-end lifecycle of agent scheduling, including shift bids, meeting coordination, and flex-time adjustments.

Leveraged data-driven forecasting to ensure proper staffing levels across various service tiers, directly impacting regional KPIs.

## Technical Skills

- Programming & Frameworks: Python (Pandas, SQLAlchemy, Django), SQL, SQL Server, VBA, HTML/CSS
- Data Engineering & ETL: Automated pipeline development, database migration, data modeling, programmatic error handling, API integration.
- Data Visualization & Analytics: Tableau (70+ enterprise reports created and maintained), Excel reporting and macros, Business Intelligence (BI) strategy, self-service dashboard design
- Operations & Workforce Management (WFM): Capacity planning, real-time load balancing, skill-based routing, scheduling strategy (400+ agents), process automation
- Software & Tools: Tableau Desktop/Server, VS Code, MS Access, ClickUp

## Portfolio

<https://alywork.github.io/MyPortfolio/>