Clifford Bragg

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PROFESSIONAL EXPERIENCE

New Jersey Department of Labor & Workforce Development   **September 2024 - Present**

Program Data Specialist (Temporary)

- Perform data entry into America's One-Stop Operating System
- Maintain confidentiality and security of sensitive client information
- Verify data for accuracy and completeness, making corrections as necessary
- Generate reports and assist with data collection and analysis
- Identify and report data discrepancies to appropriate personnel

PNC Financial Services Group, Inc.   **March 2019 – December 2023**

System Reliability and Support Specialist

- Lead documentation optimization effort on company mainframe utilizing COBOL and Systemware
- Initiated code migrations in Workday from test tenants to production
- Cleaned data in Oracle databases to prepare data for integration runs and data extracts
- Ran SQL queries in Oracle databases to monitor Workday and PNC HR Platform count on an hourly basis
- Assisted in creation and deployment of Tableau reports to support the California Consumer Privacy Act
- Performed technical and functional validation to new and existing Tableau reports following major upgrades and production deployments
- Performed incident resolution within agreed SLAs to improve both employee and customer experience
- Updated integration and report security to allow application support access to run integrations as needed
- Conducted unit testing to assist with Workday integration development
- Used ServiceNow to fill out change requests as needed to complete break/fix incidents and code changes
- Provided monthly statistics of key risk indicators by using team's incident and system outage data
- Acted as an Application Technical Lead for eight vendor applications
- Completed data security record reviews, firewall certifications and other governance items related to the applications supported as Application Technical Lead

PNC Financial Services Group, Inc.   **February 2018 – March 2019**

Technology Development Program Analyst

- Re-wrote SQL Server Reporting Service reports to use new data sources
- Analyzed data and completed data mapping to help support transformation project
- Wrote functional and non-functional requirements for an effort to bring new data extracts to database
- Put together test cases using SQL scripts to assist internal customers
- Worked closely with application developers to understand and develop SQL code for mortgage and title reporting
- Created and edited technical design documents to outline project description, scope, table design and technical specifications

SKILLS

Programming languages: SQL, JavaScript, Python, HTML, CSS, COBOL, R, C#, C++

Computer software/ frameworks: Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Microsoft Power BI, Microsoft Visio, Microsoft SharePoint, React, Node.js, GitHub, Workday, Tableau, ServiceNow, Dynatrace, IBM Cognos Analytics

Certifications: IBM Data Science Professional, IBM Data Analyst Professional, AWS Certified Cloud Practitioner

EDUCATION

Quinnipiac University, School of Business, Hamden, CT   **May 2017**

- Bachelor of Science in Computer Information Systems
- Relevant Course Work: Enterprise Systems, Data Visualization, HTML & CSS, Advanced Microsoft Excel 2016, Database Programming & Design, Systems Analysis & Design