# Clifford Bragg

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| **Professional Experience** |

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| 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

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| 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

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| 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

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| **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

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| **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