**Clifford Bragg**

570-620-6968 | Cibragg2@gmail.com

**System Reliability & Support Specialist**

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| Driven by a passion for understanding data and developing impactful strategies, I thrive on building meaningful relationships across diverse sectors and driving initiatives that foster growth and innovation. Leveraging technology and data to guide decision-making, I'm committed to enhancing operational efficiency and achieving measurable results, showcasing a dedication to excellence and continuous improvement in everything I undertake. | **AREAS OF EXPERTISE**   * **Troubleshooting** * **Data Analytics** * **Data Visualization** * **Technical Support** * **Customer Service** |

**SIGNATURE STRENGTHS & COMPETENCIES:** Microsoft Excel | Word | SQL | COBOL | Python | R | PowerPoint | Power BI | IBM Cognos Analytics | Visio | SharePoint | Jupyter Notebook | JupyterLab | GitHub | Workday | Tableau | ServiceNow | Dynatrace

**CERTIFICATIONS:** IBM Data Analyst Professional | IBM Data Science Professional | AWS Certified Cloud Practitioner

**PROFESSIONAL EXPERIENCE**

**New Jersey Department of Labor and Workforce Development 2024 – 2025**

**PROGRAM DATA SPECIALIST (Temporary) (September 2024–Present)**

* Review and enter client information, and other relevant data into America’s One Stop Operating System
* Maintain confidentiality and security of sensitive client information
* Verify data for accuracy and completeness, making corrections as needed
* Maintain physical and electronic files
* Generate reports and assist with data analysis
* Identify and report data discrepancies to the appropriate personnel

**PNC Financial Services Group, Inc. 2018 – 2023**

**SYSTEM RELIABILITY & SUPPORT SPECIALIST (March 2019–December 2023)**

* Lead documentation optimization effort on company mainframe utilizing COBOL and Systemware
* Initiated code migrations in Workday from test tenants to production
* Manually launched Workday integrations designed for compensation to assist payroll department with on cycle and off cycle pay
* 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 integration research before requirements are complete to provide clarification
* Conducted unit testing to assist with Workday integration development
* Provided management with daily status reports on team applications
* Used ServiceNow to fill out change requests as needed to complete break/fix incidents and code changes
* Worked on agile crew as “run-the-bank” representative to assist with code migrations as needed
* Reviewed test results before sending them to the Line of Business partners
* Used uDeploy to migrate code from test environments to production
* Provided monthly statistics of key risk indicators by using team’s incident and system outage data
* Supported human resources applications during business off-hours including nights and weekends
* 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

**TECHNOLOGY DEVELOPMENT PROGRAM ANALYST (Feb 2018-March 2019)**

Selected as a "high potential" graduate for the PNC Line of Business Development Program for Technology, consisting of both a Business Systems Analyst rotation and an Application Development rotation.

* Re-wrote SQL Server Reporting Service reports to use new data sources
* Analyzed data and complete 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
* Worked on agile crew projects for Asset Management Group Innovation Forum
* Developed frontend code within Angular framework
* Created user stories and mnemonic record using ServiceNow and SharePoint to house all Innovation Forum ideas and documentation

**EDUCATION**

• **Quinnipiac University,** **School of Business**, Hamden, CT

• Bachelor of Science in Computer Information Systems

• Relevant Courses: Enterprise Systems (ERP Systems), Data Visualization, HTML & CSS, Advanced Microsoft Excel 2016, Database Programming & Design, Systems Analysis & Design