

## SKILLS

---

- **Languages:** Python, SQL, NoSQL, VBA, HTML, CSS      **Databases:** AWS, BigQuery, Azure, MongoDB
- **Software:** Tableau, Excel, IBM Cognos/Watson, Zarca, Fieldglass, SAP Ariba, Alteryx(familiar)
- **Skills:** Data Pre-Processing, Quantitative Analysis, Data Visualization, Predictive Modeling, Natural Language Processing, Machine Learning

## EXPERIENCE

---

- **Nationwide Insurance** Columbus, OH  
*Specialist, Risk & Analytics* Apr 2018 - Present
  - **Automation:** Improved speed to market by creating and implementing macros and formulas to streamline recurrent reports.
  - **Continuous Improvement:** Helped create Tableau dashboards to provide analytic insights and promote data driven decision making within the organization.
  - **KPI Dashboards:** Developed a robust drill down to existing KPI metrics to provide a wholistic view of the fulfillment process.
  - **Risk Mitigation:** Administered pre-qualification risk questionnaires to subcontractors and provided a risk analysis and recommendations on the potential engagement.
  - **Savings:** Helped design and implement a dynamic discounting process which replaced a deprecated discounting model. Helped recoup over \$5M (≈\$1.5M annually) in discounts and rebates based on contractual terms.*Specialist, Supplier Relationship Management* Feb 2016 - Apr 2018
  - **Survey Analysis:** Designed and executed surveys and provided quantitative analytics on the results.
  - **System Admin:** Assisted with software integration, maintenance and managed user asset credentials.
- **Garden City Group** Dublin, OH  
*Project Administrator* Sep 2011 - Feb 2016
  - **Communication:** Received and handled inquiries from Client's regarding their litigation and bankruptcy claims. Developed professional relationships and became the primary contact for key commercial Clients.
  - **ETL Lifecycle:** Extracted and pre-processed Client data for load.
  - **KPI Dashboards:** Developed and administered weekly operation metrics to monitor the Team's workload and efficiency.
  - **Human Oversight:** Ensured that settlement disbursements were calculated accurately in accordance of the Court approved Plan of Allocation.
  - **Savings:** Performed cost-benefit analysis to avoid pre-payment penalties in bankruptcy settlements.*Research Associate* 2010-2011
  - **Research:** Researched potential fraudulent securities claims by identifying anomalies in the customer documentation and verbal communication and submitted information to the DOJ for further review.
- **JP Morgan Chase** Columbus, OH  
*Data Entry Analyst* Mar 2009 - Nov 2009
  - **Financial Analysis:** Reviewed and analyzed customer's household financial data and provided recommendations for loan modifications to the underwriters.*Customer Care Professional* Jan 2009 - Mar 2009
  - **Communication:** Received and handled inbound calls and emails from Clients regarding home financing.

## EDUCATION

---

- **Bowling Green State University** Ohio  
*Undergraduate: Computer Science (no degree)* Aug 2004 - Jun 2006
- **Columbus State Community College** Ohio  
*Undergraduate: Computer Information Systems (no degree)* Aug 2006 - Jun 2007
- **MOOCs** Online  
*Details in LinkedIn profile at <https://www.linkedin.com/in/dilandavid/>* 2017 - Present