

# Dexter Myles

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## PROGRAMMING LANGUAGES

Python  
JavaScript  
SQL  
HTML  
CSS

## SKILLS

MS SQL Server  
Data Analysis  
Git  
Power BI  
Power Automate  
Excel

## WORK EXPERIENCE

03/2021 – PRESENT    REMOTE

### **Program Manager** **Microsoft**

- Lead and built an internal tool to manage all issues raised by internal/external stakeholders. Stakeholders can raise Issues, bugs, suggestions, and new feature requests on the current internal Apps we have.
- **Impact:** The team's internal tool issues were solved much quicker. Stakeholders can get work submitted in a timely matter, which translates to spending more time on the company's business needs.
- Provide maintenance of SQL Database to ensure we have the most updated headcount data. Run daily Ad-hoc queries and update corrections when needed that we can rely on for other projects.
- **Impact:** This data was used to make critical business decisions during India's covid crisis to get insights on what location was heavily impacted by covid. Our leadership team used this data to determine what work location lacked support agents and where we should put our focus to help.
- Manage monthly scorecard data for integrity, accuracy, and completeness using the KPI metric for Power BI Dashboard.
- **Impact:** Leadership Team is able to identify what Stakeholders are failing to meet goals that directly impact Microsoft's opinion on their performance.

## WORK EXPERIENCE

10/2019 – 03/2021    CHARLOTTE, NC

### **Compliance Data Analyst** **BrightHouse Financial**

- Compile data and provide daily analysis of various regular and adhoc service delivery results to management for review and determination.
- Create reports and present on projects, production issues, budgets, and resource allocation.

02/2019 – 07/2019    CHARLOTTE, NC

### **Operations Associate** **Ally Financial**

- Review client trade confirmations and account statements that are used in the monitoring process. Responsible for performing various functions to help process firms staff and clients

06/2017 – 10/2018    CHARLOTTE, NC

### **Investment Service Specialist** **Mass Mutual Financial**

- Researching, auditing requests, processing work and/or retrieving data or correspondences from files as requested within an appropriate time frame.

## STRENGTHS

Oral and Written Communication

Adaptable

Team Building

Committed to Lifelong Learning

Reliable and Consistent

Analytical Thinking

## Social Media



@DexterTMyles



@DexterMyles

## EDUCATION

06/2012 – 06/2014    ROCK HILL, SC

### **Diploma** **South Pointe High School**