

ROBERT SMITH

Associate Business Intelligence Manager

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Adaptable, flexible and proven IT Professional with over 20 years experience in various capacities from Technical Customer Support, Business Intelligence, Quality Assurance and Software Testing.

CORE COMPETENCIES

Customer Support, Business Intelligence, Technical Support.

PROFESSIONAL EXPERIENCE

Associate Business Intelligence Manager ABC Corporation - March 1999 – March 2001

Key Deliverables:

- Configured and maintained network management and monitoring system for global company network of over 400 servers, routers and switches.
- Programmed combination of Whatsup Gold, Micromuse Netcool and Sitescope platforms to detect via custom thresholds to monitor all protocols, detect and restart services, determine up status of html, .asp and cold fusion web pages, monitor of disk space, CPU utilization, all event errors and any other custom monitors needed with custom scripts.
- Set alerts via email pager for instant attention and auto up alerts to determine up status of all nodes.
- Provided detailed SLA reporting by customer on all nodes monitored.
- Managed all client web statistical analysis reporting on over 40 client web sites.
- Programmed custom sections per client needs.
- Created and programmed ftp info across network for log generation and analysis by Accrue HitList.

Business Intelligence Manager Delta Corporation - 1995 – 1999

Key Deliverables:

- Manage BI related projects (PowerBI, Spotfire) Client consultancy and presales Resource management within BI team Create processes for new office (IT).
- Managed Automobile and Home specific data warehousing requirements sessions and negotiated with both parties ensure successful data mart solutions.
- Conducted evaluation of enterprise metadata repository and implemented enterprise-wide solution while integrating various stakeholder requirements.
- Managed testing (data certification) processes with IT during stressful and politically charged testing cycles Contributed to director and VP-level.
- Rectified a \$30 Million mistake that a previous staff member had committed.
- Managed a very complex project and oversaw all logistics.

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- Developed BI reports in Finance and supply Chain as part of the pilot prior to establishing an enterprise reporting solution.

EDUCATION

BS in Communications - (Southern CT State University - New Haven, CT)

