

ROBERT SMITH

Sr. Business Intelligence Manager

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SUMMARY

Adept at developing and supporting analysis solutions, data transformations, and reports. Excel at developing and implementing reporting and data solutions, including custom user interfaces. An in-depth grasp of SQL reporting, analytics and business intelligence Maintain positive communications and working relationships at all business levels.

SKILLS

Microsoft Office, Operations Management, Data Analysis, Finance, Customer Service, Project Management, Leadership Development.

WORK EXPERIENCE

Sr. Business Intelligence Manager

Bridgepoint Education - September 2013 – 2020

- Plan, design, and implement application database objects, including tables, stored procedures, functions, and views, to support material business decisions in a rapidly changing, high competitive market sector.
- Manage a team of 6 Data Analysts.
- Build and maintain SQL scripts and complex queries for data analysis and extraction.
- Design impressive SSRS reporting solutions to meet user specifications and bring meaning to the data and in order to solve complex business requirements using maps, spark lines, data bars, drill downs, sub reports, indicators, and gauges.
- Design Tableau dashboards to meet the business needs for interactive reporting.
- Set up TFS for Version Control of all production SQL scripts as well as SSRS reports.
- Use TFS to manage SCRUMS and team tasks.

Business Intelligence Manager

Delta Corporation - 2010 – 2013

- Lead daily stand ups, retrospectives and sprint planning for the Business Intelligence team to help facilitate the successful delivery of software .
- Lead the development and implementation of an internal application that supported the process of offers prioritization to our consumer.
- The application utilized java map/reduce to create a modeling solution that was easily used by marketing operations team.
- Its development helped to produce an increase in customer engagement that was scalable.
- Executive Development Program June 2013 - February 2014 Rotation 1 Manager, Retail Service Business Intelligence dept.
- Tracked calls to identify areas of friction within the automated voice response unit (VRU) Developed an intricate VRU map to provide an accurate .

- Developed Business Intelligence strategy and roadmap that is aligned with the organizational strategy Developed Business Intelligence Marketing .

SCHOLASTICS

- MBA in Accounting - (Columbia Southern University - Orange Beach, AL)