

# Jaime Shafer

Nashville, TN

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## Education

B.S., Music Business,  
Middle Tennessee State University

## Skill Areas

Data Warehousing  
Data Analysis

## Tools and Software

SQL Server  
SSIS/SSMS  
Visual Studio  
Tableau  
PowerBI  
MS Office/Excel  
SalesForce  
MS Dynamics  
GitHub

## Languages

*Current:*

SQL / T-SQL

*Prior/general experience:*

Python  
C#  
VBA  
HTML  
R

## Operating Systems

MS Windows  
Mac

## Summary

ETL/SQL developer with 3+ years' experience creating integrated BI data warehousing solutions to meet both internal and client-facing data and reporting needs.

## Technical Work Experience

### Business Intelligence Developer

July 2016 - Present

*ServiceSource*

Assisted in the creation and maintenance of the BI Data Warehouse and Data Marts within SSIS/SQL Server environment including; data acquisitions, creation of ETL packages, T-SQL stored procedures and views, quality assurance, gathering requirements for new data requests, documentation, support queue monitoring and stakeholder communication.

- Involved in building out our first DataMart, allowing us to quickly pull metrics in a uniform way for all clients. This led to taking on more responsibility with our BI Platform.
- Rebuilt our BI Platform adding antifragility and increasing the refresh speed from 2 to 6 refreshes.
- Expanded the platform, building out new ETL for productivity data, additional sales motions, and additional company applications.
- Utilized SQL configurations and stored procs with SSIS to allow for more dynamic ETL deployment.
- Designed and created relational databases, tables, views, and stored procs to support applications and reporting.
- Utilized PowerBI as a reporting tool to monitor ETL.
- Maintained the security, conducted database storage forecasts, monitored executed scripts, set max script run times across our BI Servers.
- Operated in an agile environment with monthly sprints, using Trello as a project management platform.

### Business Intelligence Analyst

October 2014 – June 2016

*ServiceSource*

- Worked directly with multiple internal stakeholders and external client contacts to provide analysis for sales performance, KPIs, forecasting, and invoicing.
- Assisted with a portfolio of 10+ clients before being promoted to level 2 and working with one of our larger clients.
- Developed SQL-based reporting and tools for analysis and business insight.
- Created automated reports using Visual Basic for Applications, SQL scripts and excel formulas to refresh data and email output.
- Provided the analytics team with better practices in automated reporting.
  - Made a weekly forecasting process more efficient by using VBA and SQL to pull data, refresh formulas, and send output to directors.
  - Assisted in the creation of templates for daily reports and invoicing.
- Created visualizations and updated data points in weekly/monthly/quarterly business review PowerPoint presentations.
- Involved in testing different reporting tools before the company decided to move to Tableau.
  - Completed the 3-day Tableau Desktop I and II: Accelerated class

### Operations Services Senior Specialist

February 2011 –September 2014

*ServiceSource*

- Generated service quotes and processed bookings using multiple CRMs such as Oracle, Siebel, Salesforce, MS Dynamics
- Provided daily reports of current sales metrics in support of the sales team.
- Involved with monthly invoice reconciliation ensuring alignment of internal and client CRMs
- Worked with Data Services to develop and test logic leading to an automated bookings process, and daily exception repots.
- Performed ad-hoc validation against data loads making sure our data matched what client provided.
- Helped Implement processes and improvements to increase client account efficiency.
- Helped implement and roll out QA programs across 3 accounts, driving error rates below client expectations.