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Business Intelligence Analyst

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Rivermark Community Credit Union

I am writing to apply for the role of junior application developer. I am passionate about creative problem solving, collaboration, and working with all things code related. My background in development, customer service, and business analysis make me a great fit for this role. I would love to be a part of your mission provide better alternatives to banks with innovative technology and a customer-first mindset.

My background in Business Intelligence, Analysis, and recent education with Epicodus has offered me a unique skill set that would make me a great fit for Rivermark as a application developer. Having coordinated closely with developers while working as a Business Intelligence Analyst, I re-kindled a passion for problem solving and design and ultimately led me to Epicodus to expand my technical skills into programming and development. Through that rigorous course, I became proficient with command line and GIT, which led into JavaScript and HTML/CSS. While learning C#, I had the opportunity to refine my skills with SQL that I had gained while working as an analyst. We concluded with React which brought the the previous training full circle. While Epicodus was primarily pair-programming focused, I have years of experience working on Agile development teams at both DSV and XPO Logistics which gave me a high comfort level for working in fast paced, team oriented environments. My technical knowledge, experience, and track record for picking up new technologies quickly make me confident in my ability to fill any technical gaps efficiently.

Prior to attending Epicodus, I worked as a Business Analyst and data steward with DSV logistics before moving to XPO logistics as a business intelligence analyst. Both of these companies are industry leaders, and demanded fast paced delivery of solutions and collaboration across several teams / organizations within the companies using agile methodology. Coordinating between developers and business stake holders in both roles gave me a great appreciation for the differences and similarities between the two, and gave me insight into how to effectively communicate requirements and solutions across very different teams. While the work was collaborative, your tasks were not micromanaged or supervised. Detail oriented, concise solutions, and fast learning were critical to my success. After my first year with XPO, I was able to refactor a dysfunctional BI solution into a full service standardized dashboard that became a primary marketing tool for new client acquisition. Prior to my analyst work, I had the opportunity to work for Netflix in their inbound call center, supporting customers on all service and billing related issues. This not only gave me a great appreciation for a diverse population of life experiences, but also the interpersonal skills to empathize with new people every day while effectively and quickly solving their problems. I maintained less than a 3% dissatisfaction rating and and averaged around a 4 minute call time, putting me in the top 3% across all employee metrics.

Thank you for your time and consideration. I hope that my experience in fast paced agile environments, technical skills, and background in customer service demonstrate that I would be an ideal match as an application Developer at Rivermark. I am looking forward to your response.

Regards,

Tyson Lackey

Junior Developer