Tyson **Lackey**

Business Intelligence Analyst

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IT Professional with over **5 years** of experience in Logistics & Supply Chain specializing in Business Intelligence Analysis & Development. Skilled analyst who advances the enterprise through strategic planning, collaboration, and creative problem solving.

Experience

2016-09 - present

Business Intelligence Analyst

XPO Logistics

- Developed and implemented a unified BI solution in SQL and Power BI that has become a primary sales tool for new client acquisition
- Managed support of JIRA Incidents and enhancements
- Primary Power BI development resource for custom client dashboards and standard offerings within the business
- SSRS report writer coordinating with the business and internal stakeholders, authored SQL reports and implemented enhancements.

2013-12 - 2016-08

Business Analyst

UTi Worldwide Inc. / DSV Global Transport and Logistics

- Coordinated with the business to implement master data solutions, requirements gathering and delivery
- Data Steward for master data management, ensuring data quality and accuracy for data feeding transactional systems across the business
- Managed projects on an agile development team to improve system processes and data quality.
- Assisted with migration efforts after the company acquisition, successfully sunsetted our database.

2011-08 - 2013-12

Customer Service Representative

Netflix Inc.

- Fielded inbound support calls for customers across the United States
- Supported in all technical, billing, and marketing
- Communication focused, active listening, attention to detail, and the ability to context switch quickly
- Maintained a top 3% of performance across all metrics.

Education

2009-09 - 2011-01

Portland State University

- Business Administration Major

2008-09 - 2009-06

Oregon State University

- Business Administration Major

Skills

Power BI	Advanced
Excel	Advanced
TSQL	Intermediate
DAX	Excellent