

# STEVE RIEHL

**Analytics | Business Intelligence | Data Engineering | Data Science**

914.462.8197 | [Steверiehl.01@gmail.com](mailto:Steверiehl.01@gmail.com) | [in/stephen-riehl/](https://www.linkedin.com/in/stephen-riehl/)

## SUMMARY

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Dedicated and disciplined business analyst with a background in SQL, Python, R, statistical analysis, data wrangling, preprocessing, and visualization. Excellent at communicating and collaborating with cross-functional teams to obtain insights from complex datasets. Known for creative problem-solving, adaptability, and working with little to no direction to turn data into business solutions.

## SKILLS

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**Languages** | Python, R, SQL, VBScript, JavaScript, Mojo, C#

**Business Intelligence** | Tableau, Power BI, Excel, Celonis, Qlik, SAS, Adobe Analytics, Google Analytics, 6Sense, Matplotlib, Seaborn, Plotly, ggplot, Shiny

**ERP & CRMs** | SAP, Salesforce, Oracle NetSuite, Oracle JD Edwards, Microsoft Dynamics 365, AS400

**ML Tools** | AWS Sagemaker, Canvas, VS Code, Google Colab, Jupyter Notebook, Snowpark

**Database Tools** | Snowflake, Microsoft SQL Server (MSSQL), AWS S3, Open Metadata

**Collaboration Tools** | Git, JIRA, Confluence

## EXPERIENCE

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**Data Analyst | Vonage (Part of Ericsson)**

**2022 - Present**

*Serve as a key member of the Business Intelligence team by building machine learning models that optimize efficiency*

- Built and automated a recommender system for Vonage (a telecommunications company that provides VoIP, messaging, video communications, and cloud-based business solution), by using built in data science package models, AWS and custom logic specific to the business resulting in significant time savings for the sales team.
- Optimized functionality of Slack chatbot by creating automated Q&A channels in Slack for commonly asked questions.
- Manage requirement gathering and report generation processes for all business units, including working cross functionally with stakeholders to gather requirements, build data pipelines and publish custom SQL scripts to internal servers and using them to publish reports in Tableau.
- Facilitate training for new hire analysts on the topics of Tableau, SQL, Python, and data hygiene.
- Participate in the company mentor program to assist colleagues with their learning, development, and leadership.

**Data Science Fellow | General Assembly**

**2021**

- Applied ML skills, including NLP, deep & reinforcement learning, Bayesian & Ensemble methods, optimization, simulation and feature engineering through completion of five hands-on projects in a 500-hour immersive course.
- Leveraged data science best practices to solve real-world problems, using coding (Python, NumPy, SciPy, Pandas, SciKit-Learn, Git, SQL) and data visualization, including analysis of SAT and ACT participation with the goal of identifying the state that is most in need of help to increase participation rates in the SAT and ACT.
- Utilized statistical methods, including data collection, sampling, and hypothesis testing and modeling to identify bias in texts.
- Collaborated with two data scientists to predict Covid-19 infection rates using machine learning, including regression, classification, and feature engineering.

**Multiple Roles | The Chef's Warehouse**

*Served in three varied roles supporting operations through data and analytics for a global specialty food distributor*

**Senior Supply Chain Analyst | The Chef's Warehouse**

**2018 - 2020**

- Reduced on-hand inventory by 1.8 million dollars within a 7-month period through the creation of an inventory monitoring process.
- Extracted, cleaned and transformed over 1 billion rows of data across multiple ERP systems and SQL servers housing hundreds of databases and thousands of data tables.

- Played a key role in the creation and implementation of Extract Translate & Load (ETL) systems by identifying the sources for accurate information, laying out the plan for combining the data, calculating the fields, and collaborating with developers to deploy information in the databases.
- Mentored new hire analysts by providing tools and training on the topics of Tableau, SQL, Python, and data hygiene.

#### **Procurement Operations Manager | The Chef's Warehouse**

**2018 - 2020**

- Led the Procurement Operations staff responsible for managing 35,000 unique items and creating an additional 100 unique items every week.
- Managed item life cycle process by writing SOPs for approval of new item creation and existing item deactivation, working with in-house developers to integrate this process into ERP systems, and creating a monitoring system to flag unauthorized changes to item attributes to ensure data integrity.
- Led SaaS integration project for collecting, vetting, updating and storing spec sheets and other required item attribute information.
- Facilitated creation of parent/child supplier numbers and collaborated with ERP developers to link data together across all systems.

#### **Supply Chain Analyst | The Chef's Warehouse**

**2017 - 2018**

- Optimized queries and reports using SQL, R, and Tableau that resulted in run time reductions of 2 hours per day.
- Created company-wide benchmark reports using Tableau and interpreted results to improve overall operations.
- Supported special projects, and process improvement initiatives, including, but not limited to acquisition integration, capacity planning, transfer network optimization, and modifications to ERP systems.

#### **Apparel Production and Supply Chain Manager | Universal Music Group**

**2014 – 2016**

*Served as a member of the production and manufacturing team responsible for purchasing, manufacturing, forecasting and new product development*

- Built statistical models using Excel to forecast inventory levels and sales that resulted in reducing (COGS) by \$60,000 per month and reducing holding costs by 40%.
- Reconciled inventory discrepancy of 400,000 units between 3 separate ERP systems.
- Tripled inventory turnover ratio by reducing inventory through improved purchasing strategies.
- Established several supply chain networks in China, Bangladesh and India through working closely with third party vendors responsible for warehousing and producing goods.
- Oversaw the product development process by working collaboratively with Art, Manufacturing and Quality Control teams to maximize sales.
- Wrote procedure manual to standardize all processes starting at R&D and ending with final production.
- Expanded supplier base to stay competitive while using strategic sourcing methods to increase purchasing power.
- Managed and adjusted ERP and B2B systems.

## **EDUCATION & CERTIFICATIONS**

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<b>Data Science Certificate   General Assembly</b>	<b>2021</b>
<b>Bachelor of Science   Empire State College</b>	<b>2015</b>
<b>Lean Six Sigma Program   Rutgers University in Partnership with Lockheed Martin</b>	<b>2015</b>
<b>Associate of Applied Science   Westchester Community College</b>	<b>2010</b>

[Tableau Desktop Specialist](#)

[Tableau Certified Data Analyst](#)

#### **Professional Affiliations**

[Project Management Institute](#)

[ASCM: Association for Supply Chain Management](#)