

Thomas Gagliano

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Data Analyst/Scrum Master

Data Analyst and Scrum Master with Expertise in Process Optimization and Team Leadership

Adaptable and detail-oriented professional with a strong background in data analysis, strategic planning, and operations. Demonstrated success in developing, implementing, and managing efficient business processes for a \$60 billion institution. Proficient in aligning outcomes with organizational objectives, driving continuous process improvements, and delivering scalable solutions. Possesses technical expertise in data management and a keen understanding of process optimization and quality assurance. Committed collaborator and people leader focused on fostering robust cross-functional teams, elevating productivity, and achieving results. Enthusiastic learner dedicated to ongoing self-reflection and continuous personal development.

PROFESSIONAL EXPERIENCE

Caregiver for Family Member

2023 - 2024

- Managed daily activities and provided personal support for a family member with chronic health issues.
- Coordinated medical appointments, ensuring timely access to healthcare services and maintaining medication schedules.
- Developed and maintained a supportive and empathetic environment, enhancing the overall quality of life for the individual.

Bloomberg LP

2013 – 2023

Data Analyst & Scrum Master (2020 – 2023)

- Served as a Scrum Master for an engineering team of 20+ staff, contributing to projects such as data migration overhaul and natural language processing search fields for over 100K Bloomberg terminal users.
- Collaborated with 5 back-end engineers to define the functionality of new workflow tools, adding over 50 new fields, eliminating 30 obsolete ones resulting in a process optimization that saved \$100,000 in unnecessary labor.
- Acted as the primary point of contact for daily data inquiries, promptly and accurately resolving 5 challenges per day from external clients, achieving client satisfaction of 97%.
- Served as key technical writer for loan-based environmental sustainability policies, including linking pricing metric updates and formulating departmental standard criteria for Green Loans, resulting in increased client participation.

Data Analyst (2015 – 2020)

- Led Municipal bond team of 15 staff, earning recognition as the highest-achieving analyst for efficient volume processing within the department with over 3000 deals processed.
- Ensured timely and accurate uploading of negotiated and competitive bond deals on the Bloomberg terminal with a minimal error rate. Simultaneously, updated corporate actions, including current and advanced refundings.

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- Promoted to deliver exceptional customer support, defining multiple new and enhanced products and services through over a dozen incoming client phone calls and live online ticket chats.

Data Analyst (2013 - 2015)

- Provided over 100 daily historical pricing uploads and newsroom index ticker creations within 24 hours of client request, ensuring prompt and efficient service. Designated internal and external tickets to the correct department.
- Took initiative in playing an active role in bolstering trainee confidence, cultivating a positive environment that inspired them to consistently deliver peak performance and exceed expectations.

TECHNICAL SKILLS

Programming Languages / Frameworks: *Python, JavaScript, Ruby, Ruby on Rails, React.js, HTML/CSS, SQL, Bootstrap, REST*

Data: *Postgres, APIs, Node/npm, Git, Github*

Systems: *Windows, Linux, macOS*

EDUCATION & CERTIFICATIONS

Bachelor Degree in Accounting – *Ashford University*

Full Stack Engineer Coding Certificate- *Actualize Coding Bootcamp*

Certified Scrum Master- *Scrum Alliance*