**[Glen C. Falk](https://glenfalk.rbind.io/)**

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**RESEARCH ANALYST**

***Business Intelligence • Customer-centric • Best Practices***

Customer-centric, results-driven problem-solver with extensive experience and success in the education, insurance, and utilities industries. Demonstrated ability to successfully manage multiple priorities and responsibilities. Cleary communicates with management, clients, and across functional groups to develop state-of-the-art technology solutions. Proven ability to identify new opportunities in existing customer problems that increase efficiency and improve profitability.

# Core Competencies

• R ecosystem • Data Analytics, Mining & Reporting • Productivity Improvements • FinTech • Visualization • Forecasting • Financial Reporting • Best Practices • Customer-centric Advocate • Profitability Assessments

**SOLUTIONS ENGINERING EXPERIENCE**

**CAPVISOR ASSOCIATES, LLC,** Remote 2018 – 2019

***BI Consultant*** *(2018 – Current)*

Functioned as an R expert providing ReporteRs package support. Architect, deploy and maintain a relatively sophisticated client reporting platform developed in R. Provide frequent updates, changes and troubleshooting to the platform. Took the lead on all matters regarding the reporting platform including new reporting capabilities/enhancements, maintenance and execution Created troubleshooting and development documentation. Correct R program coding to ensure that graphing and labeling function properly eliminating the need for manual intervention for client reports. Principal architect for the new PowerBI reporting platform. Provide remote support and financial reporting expertise.

## Troubleshoot and identify new opportunities

* **Developed Tidyverse solutions** to circumvent input validation issues and improve the data entry process that resulted in a 50% improvement in Quarterly processing time.

**UNIVERSITY OF GEORGIA,** Athens, GA 2010 – 2019

***Research Analyst*** *(2016 – 2019)*

Responsible for the design and direction of research and operational projects. Supervise collection and analysis of data. Provide Interpretation of findings and organize conclusions into form(s) suitable for use by University administration. Identify and implement system modifications needed to process statutory, regulatory and policy changes Analyze complex problems related to awarding, monitoring and disbursing student financial aid. Evaluate new financial technologies and systems for implementation.

## Cost-Savings Initiatives

* + **Developed an ‘R’ NLP hiring solution** that utilizes ML to text mine applicant profiles and quantitatively evaluate the best matches for job postings thereby decreasing the number of candidates by 40%.

## Build Manage data/analytic products

* + **Generated 15% improvement in workflow efficiency** after building a new R based reporting solution that integrated 4 financial systems into 1 centralized platform.

***Data Management Specialist III*** *(2010 – 2016)*

Collected, maintained, analyzed and distributed data associated with UGA facilities. Managed data and analytic reports for adhoc studies and requests. Assisted in the preparation of special analyses and reports for The University administration and the various colleges, schools and departments.

## New Systems & Processes

* + **Redesigned Program Review Annual Reporting Process** resulting in a 50% reduction in processing time.
  + **Developed an MS Access Oracle Interface** that produced a 25% improvement in data integrity.

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**OIL PRICE INFORMATION SERVICE,** Wall, NJ 2005 – 2010

## Comptroller

Maintained company financial records, including A/P, A/R, and bank statements. Reconciled and balanced accounts with accuracy, and managed payroll activities for staff of up to 78 employees. Recorded cash receipts in internal accounting software, monitored fixed assets, and managed invoices. Prepared and maintained operating budgets totaling $6M+, issued financial statements, and prepared tax reports per established protocols. Supervised staff of 9 accountants and financial professionals, including creating staffing plans, hiring, and conducting performance reviews.

## New Systems & Processes

* + **Sourced, assessed, and implemented cloud-based storage system** to centralize records and drive efficiency.
  + **Redesigned in-house accounting system** to assure compliance with updated accounting standards.
  + **Led internal audit** to identify weak controls and recommended action plan to senior management.

## Liaise with Internal & External Stakeholders

* + **Completed and passed 5 federal and state audits with no findings or concerns.** Directed team to gather appropriate records and served as primary point-of-contact with auditing staff.
  + **Presented financial records to board of directors,** responded to inquiries, and provided follow-up details.

**EARLY CAREER EXPERIENCE**

***Senior Accountant*, SPECIALIZED HOMEWARES, LLC,** Atlanta, GA 20xx – 20xx

***Certified Public Accountant,* SMITHSON INSURANCE SERVICES, LLC,** Atlanta, GA 20xx – 20xx

**PROFESSIONAL AFFILIATIONS & AWARDS**

**VOLUNTEER OF THE QUARTER,** Street Elementary School, 20xx • **ACTIVE MEMBER,** American Association of Finance and Accounting, 20xx – 20xx • **EMPLOYEE ON THE RISE AWARD,** Specialized Homewares, LLC, 20xx • **BOARD MEMBER,** Roswell Chapter, Make-a-Wish Foundation, 20xx – 20xx

**EDUCATION**

**MASTER OF INTERNET TECHNOLOGY (MIT)**, University of Georgia, Athens, GA

**MASTER OF BUSINESS ADMINISTRATION (BBA)**, Monmouth University, W. Long Branch, NJ

**BACHELOR OF BUSINESS ADMINISTRATION (BBA)**, ***Major - Finance***, University of Texas, Austin, TX