Customer-centric, purposeful problem-solver with extensive experience 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.

**RESEARCH ANALYST**

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

# Core Competencies

• R ecosystem • Customer-centric Advocate • Productivity Improvements • FinTech • Visualization

• Forecasting • Financial Reporting • Best Practices • Data Analytics, Mining & Reporting

**SOLUTIONS ENGINERING EXPERIENCE**

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

## BI Consultant (2018 – Current)

Functioned as an R expert providing ReporteRs package support. Architect, deploy and maintain a 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 resulting in a 50% improvement in Quarterly processing time.

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| **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 one 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

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

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

## Technical Product Manager

Monitored and assessed current data collection methods to formulate process improvements and increase operational and cost effectiveness. Developed and implemented business strategies for five key OPIS products. Assisted in the development and implementation of policies and procedures designed to increase efficiencies. Developed and created new data offerings, including GIS mappings, web applications, site updates, and stand-alone tools for running and processing data. Assisted in creating systems designed to integrate the full range of OPIS products, meshing crude, spot, rack, and retail data that enhanced the overall value of the company’s product offerings.

## New Systems & Processes

* + **Achieved a 70% reduction in workflow processing time** by designing an MS Access VBA based system that streamlined the manual creation and dissemination of five daily Excel reports.

## 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.

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| **PRUDENTIAL FINANCIAL,** Holmdel, NJ | 1998 – 2005 |

## Team Lead-Systems Consulting

Directed and provided technical leadership on three successful high-profile, high-priority projects. Performed technical studies. Evaluated business area requirements to develop proposals for clients and management detailing technology solutions and alternatives. Formulated recommendations for acquisitions and enhancements designed to increase efficiency, productivity, and profitability.

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| **GPU ENERGY,** Allenhurst, NJ | 1995 – 1998 |

## Application Developer

Functioned as single point of contact for assigned client groups in support of application development activities. Supervised a variety of site-related projects and problem resolution efforts. Collaborated effectively with business units to articulate process improvements and identify opportunities for utilizing available and emerging technologies to enhance operations. Directed the implementation of new applications on the company’s client server platforms. Oversaw hardware and software upgrades to ensure overall system compatibility, efficiency, and operational effectiveness.

**EARLY CAREER EXPERIENCE**

* ***Senior Programmer Analyst*, CONTINENTAL INSURANCE,** Neptune, NJ

**VOLUNTEER EXPERIENCE**

* **STADION GOLF CLASSIC,** Scoring Central, 2011 – 2012
* **NCAA WOMEN’S GOLF TOURNAMENT,** Administration, 2013

**EDUCATION**

* **MASTER OF INTERNET TECHNOLOGY (MIT)**, ***Concentration - Full Stack Development***, University of Georgia, Athens, GA
* **MASTER OF BUSINESS ADMINISTRATION (BBA)**, ***Concentration – MIS,*** Monmouth University, W. Long Branch, NJ
* **BACHELOR OF BUSINESS ADMINISTRATION (BBA)**, ***Major - Finance*,** University of Texas, Austin, TX