Business Intelligence Analyst II Business Intelligence Analyst II Business Intelligence Analyst II Chandler, AZ Work Experience Business Intelligence Analyst II GoDaddy.com August 2017 to August 2017   Created dynamic dashboards in Tableau for stakeholders to gain actionable insights into improving operational performance of the contact center which lead to over $1M in annual operational cost savings.   Performed A/B split tests to measure website feature changes and the impact on revenue, customer experience and contact rate into the contact center.   Created and maintained scalable and robust data sources in SQL Server and Hadoop.   Created ETL processes to extract, transform and load data from Hadoop to SQL server.   Performed requirements gathering and test planning with stakeholders. Database Administrator II Cox Communications October 2016 to August 2017   Built and maintained SQL scripts. Performance tuned frequently used queries and stored procedures.   Designed databases used for applications and analytics.   Created ETL processes to extract, transform and load data from various data sources including Oracle databases and CSV files into SQL Server Databases. Database Administrator I Choice Hotels July 2015 to October 2016   Provide support for production and non-production SQL Server, Oracle and Informix databases.   Performed database migrations from Unix to Linux servers.   Created BASH scripts to automate database monitoring and common maintenance tasks. Education B.S. in Information Technology University of Massachusetts - Lowell, MA February 2014 B.S. in Kinesiology University of Wisconsin - Milwaukee, WI December 2011

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