**ANDY ESHTRY**

***Business Intelligence Analyst / Developer***

Irvine, CA - (310) 936-5135 - andyeshtry@gmail.com

<https://www.linkedin.com/in/andyeshtry/>

Work authorization: US Citizen

**SUMMARY**

Dedicated Business Analyst with over 10 years of proven expertise in designing, developing, and supporting solutions using Microsoft technologies, specializing in SSRS and Power BI.

Eager to add value to your company by solving customer problems and contributing to team success. Skilled communicator and organizer with strong analytical abilities, adept at multitasking and working independently to deliver quality results within deadlines.

**PROFESSIONAL EXPERIENCE**

**Business Intelligence Developer**

**Personal projects, Irvine, CA** 3/23 - Present

* Completed Microsoft **Power BI** projects covering **data preparation, data modeling, relationship building, hierarchy creation, and measure writing in DAX to produce multiple visuals**, including Sales amount by date and by product category/reseller business type, and Order quantity by region.
* Created Call center trend analysis **Power BI report** using **Visualizations** to display Answered calls by satisfaction and by date, Call resolved and Average answer speed by agent.

**Support Analyst / Developer**

**OnTrak Health, Los Angeles, CA** 6/08 – 3/23

* Migrated clinical and financial **reports** from **SQL Server Reporting Services (SSRS)** to **Power BI**, enhancing visualization and accessibility.
* **Data modeled** and developed **financial reports** using **SSRS, SQL Server, and TSQL**, significantly reducing effort and time for billing department while improving process accuracy.
* Managed **Power BI** datasets and reports’ daily refreshes and troubleshot **SQL** supporting queries.
* Developed **SQL** queries and generated reports per ad-hoc requests from clinical and finance departments to enhance their processes.
* Created **SSRS** (SQL Server Reporting Services) reports using **stored procedures** and **SQL** queries to produce lists of enrolled or disenrolled members, number of months to bill and refund based on complex business logic.
* Improvedthe **performance** of **SQL queries** and minimizing the execution time by introducing new database indexes, removing unnecessary columns and tables from the result, and applying filters to reduce the size of data.
* Performed **SQL Server database administrative tasks** of the company production environment during DBA’s absence.
* Practically used **Excel to view, filter,** and **analyze health plan and members’ data**, while actively used **MS Teams, Azure DevOp Boards, Word and Outlook.**
* Developed **ETL processes** using **SQL** queries and **SSIS** packages for **validating, cleaning, transforming,** and **importing** health plan data into eOnTrak backend **SQL Server** database, enabling access to up-to-date information for the clinical team. eOnTrak was a web application, used by the care teams, to manage members’ data, including notes, medications, documents, provider visits, enrollment dates, cost graphs, alerts, tasks, and billing information.
* Designed and implemented of eOnTrak **tables, data relationships and database objects** to support business logic and improve care coach effectiveness and number of enrolled members.
* Implemented new **models** using **star schema** and **SQL Server** to bring eOnTrak data into our **Data Warehouse** repository.
* Proactively wrote and executed **SQL queries** to identify and solve **data issues** and **inconsistencies** on a weekly basis, which helped the company fulfill demanding audit requests.
* Supported **Power BI** and **SSRS published reports** for the clinical and finance departments by **testing and maintaining dashboard items in production**.
* **Interacted** and **communicated effectively** with all types of users, including management, to **gather requirements and design /implement solutions**.

**EDUCATION / CERTIFICATION**

* Bachelor of Science in Computer Science, Beheshti University
* Microsoft Certified Application/Solution Developer (MCAD/MCSD)
* **Microsoft Dashboard in a Day Power BI training**
* **Microsoft certification: Power BI Data Analyst Associate (PL-300), In Progress**