

# Alex Frye, ITILv3

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## EDUCATION

Southern Methodist University, Dallas, TX  
Masters of Science, **Data Science**  
Graduation Date: **December 2017**

GPA: **4.0**

ITIL Foundation Certificate in IT Service Management (ITILv3)  
PEOPLECERT, License GR750156411AF Effective from: February 2015



Texas Tech University, Rawls College of Business, Lubbock, TX  
Bachelor of Business Administration, **Management Information Systems (MIS)**  
Graduation Date: December 2013 Overall GPA: **3.566** Major GPA: **4.0**

## WORK EXPERIENCE

- AmerisourceBergen Specialty Group** Frisco, TX
- Database Development Lead* October 2017 – Present  
*Database Developer III* May 2016 – October 2017
- Lead T-SQL Database Development responsible for design, estimate, and development for a small team, comprised of both local and offshore resources, supporting Revenue Management and Shipment Routing Applications.
  - Develop Tables, Views, Procedures, Triggers, Jobs, SSIS, etc. in a SQL 2008 Datawarehouse Environment, with exposure to SQL 2014, 2016, and 2017.
  - Lead re-architecture of shipment routing application for performance enhancements, resulting in 60-70% performance improvement. These improvements accomplished within a 3-month timeframe.
  - Development Experience creating SQL objects to support .NET Applications
  - Lead restructure of TFS utilization during Migration from 2010 to 2017, allowing usage of Kanban boards to support our product backlog
- Business Analyst II* September 2015 – May 2016  
*Business Analyst I* June 2014 – September 2015
- Revenue Management - Financial Planning & Analysis
    - Created Business & Functional Requirement documentation to support various revenue applications which enabled business users to manage Rebate Incentive programs, Pricing analytics, & ultimately arrive at transactional-level profitability metrics
    - Facilitated extensive user training to enable proper usage of Revenue applications
    - Facilitated a requirement workshop to provide implementation guidance & gap analysis for new business unit to integrate into rebate application
    - Support business needs through detailed data analytics & reporting initiatives
  - Secure Supply Chain (Drug Serialization)
    - Supported the Pilot program for implementing new processes to remain compliant due to the Drug Supply Chain Security Act (DSCSA).
    - Facilitated requirement workshops to identify as is & to be processes in the distribution centers participating in Pilot Programs
- PricewaterhouseCoopers MLP Group** Dallas, TX January 2014 – June 2014
- Client Services Associate Team Lead*
- Primary contact for 10 clients (partnerships) and responsible for making sure investor ownership & K-1 Tax Forms are reported and mailed out correctly.
  - Created various SQL queries/reports in order to help clients cut costs, reduce call center backlog, and provide transparency to clients regarding their investor data.
  - Took initiatives to standardize best practices for e-file Test Plans & Summary Documentation.
- AmerisourceBergen Specialty Group** Frisco, TX May 2013 – August 2013
- IT Intern – Business Analyst*
- Elicited information and created process flow diagrams to document financial processes, resulting in process improvements
  - Created a decision analysis document to aide business & internal IT in selecting a project development approach
  - Facilitated Business Functional Requirements Document (BFRD)/Process documentation reviews

## LEADERSHIP EXPERIENCE/ACTIVITIES

**Mentor** January 2015 - Present

- Facilitate SQL Development training towards Entry Level new hire including various topics such as: SARG, Indexing, Dynamic SQL, Recursive CTEs, ETL Standards, and others.
- Facilitate introductory SQL/Database training classes for Business Analyst Peers. Sessions included topics such as normalization, table creation, standard querying, and other SQL functions.
- Mentor to individuals seeking a career in business analysis. Taught best practices for several BA techniques/methodologies including SDLC processes, requirement techniques, modeling, & use cases. Mentorship activities led one individual to a full-time position within the company.

**International Institute of Business Analysis (IIBA)**

June 2013 – December 2013

- Worked with TTU Professor to assist the start of university participation in IIBA. This effort sparked an initiative which now allows students to graduate in the MIS program with an ECBA Certification recognized through this organization.

**Boy Scouts of America – Eagle Scout**

May 2008

**Data Science Projects** (See QR Code on page 1 for link to GitHub Project Portfolio)

### SQL Server 2016 R Services

Research team project on the benefits of SQL 2016's R Services integration, including proof of concept demonstration through the design and development of an R Predictive Model in a SQL Procedure, storing the serialized model fit within a SQL Database, and operationalizing predictions with that model through an SSRS report.

### NYC Citi Bike User Type / Trip Duration Predictions

Consolidating data from New York City's Citi Bike and CDIAC Weather data, our team implemented several classification, regression, and clustering algorithms. These efforts allow a consumer of the algorithms to identify false positive user type predictions for targeted marketing efforts, and assistance with bike availability planning through trip duration predictions.

### Employee Attrition Predictions & Ethical Impacts (Capstone Project)

To explore Employee Attrition in the workplace, our team examined Office of Personnel Management public sector, Bureau of Labor Statistics public sector, and IBM anonymized private sector employee separation data. A classification model was developed to predict whether an individual is likely to quit, as well as discussion presented towards ethical impacts of using such a model within organizations. Our team won *first place* in two competition categories during the SMU Data Science Immersion for best presentation and poster.

## Technical Skills

- |                    |  |   |
|--------------------|--|---|
| • T-SQL            | • Processing (Java Data Visualization) | • D3 (Javascript Data Visualization)      |
| • SSIS             | • R                                    | • OpenFrameworks (c++ Data Visualization) |
| • Python           | • HTML/CSS                             | • SAS                                     |
| • .NET(C#/ASP.NET) | • Node.js                              |   |

## Data Science Technique Exposure

- |                                     |                           |                       |
|-------------------------------------|---------------------------|-----------------------|
| • K-Fold Cross Validation Training  | • Decision Trees          | • Neural Networks     |
| • Principal Component Analysis(PCA) | • Random Forrest          | • K-Means Clustering  |
| • Linear Regression                 | • K-Nearest Neighbor(KNN) | • DBSCAN Clustering   |
| • Logistic Regression               | • Support Vector Machines | • Spectral Clustering |