

# Business Intelligence Engineer

## ROBERT SMITH

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### Objective

A committed, performance-driven Business Intelligence Engineer professional with over 9 years of experience in bringing value to organizations through a blend of technical leadership, business knowledge, and team focus. Proven ability to assess situations and implement solutions to improve efficiencies, reduce rework and meet strategic goals. Consistently recognized for meeting critical business objectives by leading and motivating diverse and cross-functional teams across several geographical locations, different industries and cultures.

### Skills

Project Management, JIRA, Git, Unix Shell Scripting, Data Warehousing, Reporting, Db2, Communications, Operations Management, Change Management, Incident Management, Event Management, Javascript, Java.

### Work Experience

#### Business Intelligence Engineer

**ABC Corporation** - February 2014 - December 2019

- Managed on-site team of 5 engineers who worked on a DevOps/Agile model across various business portfolios for a 5-month period.
- Created individualized goal plans based on individual, company, and customer goals and objectives.
- Completed performance reviews and provided constructive feedback to further enhance team productivity and development.
- Planned monthly labor projections and collected actual labor hours to forecast monthly contract revenues.
- Mentored and supported fellow team members with their long-term goals and daily situations as needed.
- Supported activities with global, cross-functional teams for critical Human Resources, Finance, and Stores Business Intelligence applications using a DevOps/Agile model and underlying ITIL framework including Event, Incident, Problem, and Change Management.
- Established and maintained processes to improve knowledge management, increase team efficiencies, reduce incident volume, decrease application time to restore and meet Service Level Agreements.

#### Business Intelligence Engineer

**Delta Corporation** - 2011 - 2014

- Leadership Lead Application Support activities with global, cross-functional teams for critical Human Resources, Finance and Stores Business Intelligence applications using a DevOps/Agile model and underlying ITIL framework including Event, Incident, Problem and Change Management.
- Established and maintained processes to improve knowledge management, increase team efficiencies, reduce incident volume, decrease application time to restore and meet Service Level Agreements.

- Directed and coordinated multiple project transitions to Support and Operations team to ensure products met technical standards, followed best practices, and met operational and stability requirements.
- Developed and maintained strong relationships across stakeholder teams including business, project, infrastructure, engineering, external vendors, and leadership teams.
- Consulted with business users to further understand business requirements and changing needs.
- Translated into technical specifications and presented recommendations to senior leadership.
- Summarized operational results and improvement action plans for senior leadership.

## Education

M.S. in Engineering