**BRAD KILKENNEY**

Cleveland, OH 44143 | 440-537-0552 | [bkilkenney@gmail.com](mailto:bkilkenney@gmail.com) |www.linkedin.com/in/brad-kilkenney

**DATA ANALYTICS | WEB DEVELOPMENT**

Experienced business analyst in the consumer goods industry. Over the past seven years worked in many roles for a mid-sized($400M) company. Relied upon frequently for accepting new challenges with a positive attitude and respect for all parties involved. The variety of positions held and skills developed in this time, along with new skills recently learned in software engineering courses have been excellent preparation for joining a new team in the tech field.

|  |  |
| --- | --- |
| * C# | * SQL |
| * Visual Studio | * Bootstrap |
| * HTML | * Azure |
| * CSS | * Git |

**We Can Code IT,** Cleveland, OH **Fall** **2016**

Bridges the gap for those underrepresented in tech, through education in software engineering and web development

* Created console applications from scratch
* Learned and implemented many data types & methods
* Practiced Looping, Arrays, Enumerations, Switch Statements
* Utilized Visual Studio tools to write clean, legible code, adhering to best practices

**RADIO SYSTEMS CORP.,** Cleveland, OH **2009 to 2016**

Develops, manufactures, and markets pet behavioral, containment, and lifestyle product solutions

**Associate Data Analyst** (2015-2016)

Developed reporting solutions to promote improved performance and efficiency.

* Queried and analyzed data compiled from multiple data sources.
* Identified and developed business process improvements using data-driven decision making. Initiated project to open proprietary software accessibility to multiple software platforms. Researched and signed credit process vendor to reduce client fees by 300%.
* Worked with management to prioritize business and information needs. Eliminated hundreds of outdated reports and identified current reporting needs to streamline data analytics.
* Designed, implemented, and maintained reporting using tools including but not limited to SQL Server Reporting Services with SQL Server database and Analysis Server data sources.
* Built, maintained, and trained stakeholders on the usage of analytics and reporting tools and dashboards to enable self-service for internal stakeholders.
* Created and recorded software tutorials videos posted to YouTube for use by clients.
* Identified, researched, and resolved data quality issues to ensure accurate reporting from all data sources.
* Delivery of actionable insights and business value to internal stakeholders. E.g.:
  + Client believed their data was either incorrect or their revenue was severely down. Data was being entered as the wrong type, and sometimes not recorded at all. Coached their staff on entering information correctly for visibility and accuracy.
  + Through partnership with large credit card processor was able to negotiate processing fees of 0.1% to clients that were paying as high as 5%.

**Business Analyst,** (2013 to 2015)

Streamlined process for customers to switch to company’s proprietary software.

* Developed and sold new business CRM to external stakeholders
* Utilized SQL reporting to assist Sr. management in making critical business decisions
* Analyze revenue YTD and year over year, identify strengths and weaknesses in company's overall revenue
* Trained new and imported dealerships to our operations, database and processes

**Customer Care Assistant Manager,** (2011 to 2013)

Ensure the quality and profitability of customer care teams in several US markets**.**

* Established new customer service operations in Chicago and Denver, including interviewing, hiring, training and operational start-up.
* Oversaw revenue growth, quality assurance and employee relations for 19 employees.
* Transitioned call center operations to new location in Knoxville, TN. Provided on-site training, logistics and operational support during conversion.
* Trained customer service representatives on new customer database software at the Seattle office
* Created customer surveys using Excel and Survey Monkey. Converted and analyzed data and created reporting for senior management.

**Customer Care Representative,** (2009 to 2011)

Sell appropriate lifestyle products and solutions to consumers; Troubleshoot and resolve product malfunction issues.

* Sold & maintained pet protection solutions for consumers in markets in the U.S. and Canada
* Won 2011 sales incentive trip, awarded for leading the department in sales and meeting certain efficiency standards
* Hit revenue goals every month from 2009-2011, before moving into management.

**BEACHWOOD CITY SCHOOL DISTRICT**, Beachwood, OH **2007 to 2009**

Beachwood City Schools is a public school district that serves Beachwood, Ohio. The district is composed of about 1,500 students from pre-kindergarten to 12th grade

**Full-Time Substitute Teacher & Lacrosse Co-Head Coach**

In the absence of the full time classroom teacher, provided instruction, encouraged student's progress, and managed the learning environment. Planned and taught lessons daily in a variety of subjects

* Volunteered to assist with extra-curricular school functions; Dances, fundraisers, etc.
* Led pre-season conditioning program
* Coordinated season schedule with other Northeast Ohio schools
* Worked with vendors to procure sporting goods at discounted rates
* Created purchase orders for equipment necessary for 1st year school sport

**EDUCATION**

**Bachelor of Science,** Education**,** Ohio University, 2005

**CERTIFICATION**

**Software Engineering,** We Can Code IT, 2016