BRIAN NICHOLAS KING

Phone: 910-233-9775 │ Email: bnk5532@gmail.com │ Leland, North Carolina
LinkedIn: linkedin.com/in/bnk5532 │ Portfolio: bnk5532.github.io/BNK-Port-v2

Experienced Sr. Operations Analyst with a background in business administration, operations, reporting, strategy, process improvement, project planning, data visualizations, quantitative/qualitative research, and full stack web development.

RELEVANT EXPERIENCE

Business Development Consultant │ Port City Attorney │ Leland, NC   **2022 – Present**

Closely involved in the refinement of the firm's long-term growth strategy while improving upon process, client relations, communication, solicitation and the implementation of technological solutions to better manage costs and drive overall efficiency.

- Primary focus is on building out a template repository of legal documents that use my custom automation script to programmatically insert customer details in mere seconds and eliminates a manual process that could otherwise take hours and cost hundreds of dollars per document to complete.

Senior Operations Analyst - HQ Operations │ Verizon │ Remote, US   **2020 – 2022**

High visibility role, responsible for any and all reporting requirements with regard to absenteeism, time/attendance and leave-of-absence data for a senior business leader, HRBP and executive level audience for the entire domestic Customer Service, Tech and Specialty work groups for the wireless organization.

- Designed the website landing page for the migration of all new dashboards, supplemental reporting, tools, resources and training materials for the LOA team and its internal customers.
- Built new dashboards that made data more consumable with interactive visualizations of KPIs as related to the overall impacts of absenteeism on the business, its financials, shrink, and other strategic priorities.
- Credited with having an enterprise-wide impact in stakeholder buy-in and utilization of the refreshed reporting interfaces that delivered downstream improvements in data integrity, storytelling and leader efficiencies.

Business Coordinator - HQ Operations │ Verizon │ Wilmington, NC   **2017 – 2020**

Operated at the leading edge of a risk management team, partnered with call center business leaders, operations, and HR to ensure accurate time/attendance practices, leave-of-absence management, reporting obligations, vendor relationships, and adherence to headquarters HR corporate guidelines and compliance with Federal and State laws.

- Contributor on a small team whose collective efforts were credited with having saved nearly $20 million annually through persistent timesheet auditing, absenteeism management, and daily leader engagement.
- Reduced legal exposure through consultation, process improvement, leader education and the careful application of HR guidelines and those protections guaranteed by law for 12,000+ employees.

Analyst - Field Operations │ Verizon │ Wilmington, NC   **2016 – 2017**

Subject-matter expert and project administrator for the implementation of a digital gamification platform that promoted ideal behaviors amongst the call-taking population as identified by business leaders and aligned with company KPIs, sales initiatives, shrink management, churn and other strategic objectives.

- Successfully launched the new platform at the Wilmington, NC call center that served 1,200 corporate employees and shortly following the successful launch, assumed full administration of the Charleston, SC platform and remotely supported an additional 1,000 employees.

EDUCATION

Master of Business Administration (M.B.A.): Strayer University   **2012**
Concentration: Acquisitions │ Conferred with honors

Bachelor of Arts (B.A.): University of North Carolina Wilmington   **2008**
Major: Anthropology │ Minor: Forensic Science │ Lambda Alpha Honors Society

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PROFESSIONAL DEVELOPMENT

Full Stack Web Development Training: University of North Carolina Chapel Hill   **2022**
24-week (450+ hour) intensive program focused on gaining technical programming skills in front-end and back-end technologies.

Verizon Scrum Master │ Verizon Agile Mindset Program │ Verizon Lean Six Sigma (VLSS) │ Verizon Project & Management Fundamentals │ Udemy.com – JavaScript Algorithms & Data Structures Masterclass │ Drone Pilot Ground School

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TECHNICAL SKILLS

Languages: HTML5, CSS3, JavaScript, Apps Script, Python3, SQL.

Tools: Apple IOS, Apollo GraphQL, Android, Bootstrap, Bulma, ChatGPT, DJI sUAS, Git, GitHub, GitHub Gists, Google Data Studio (Looker), Google Workspace (G-Suite), Handlebars, Heroku, Inquirer CLI, Insomnia, JWT, Materialize, MERN stack (MongoDB, Express.js, React.js, Node.js), Microsoft Power BI, Microsoft Office, MySQL, NoSQL, NICE IEX, NPM packages, PeopleSoft, React Router, Screencastify, Terminal, Verint, VS Code and Windows.