

BRIAN NICHOLAS KING

Leland, NC

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LinkedIn: [linkedin.com/in/bnk5532](https://www.linkedin.com/in/bnk5532) | GitHub: [Github.com/bnk5532](https://github.com/bnk5532)

Portfolio: bnk5532.github.io/BNK-Port-v2

SUMMARY

Experienced Business Operations Analyst and Full Stack Web Developer with a background in business administration, operations, data visualizations and an increasingly wide range of interests and achievements. An enthusiastic problem solver with a knack for simple, yet eloquent solutions to complex business problems and a love for creating new tools and resources that are user-friendly, interactive and appealing to an even broader audience of end-users. Insightful and strategic partner with an MBA degree conferred with honors and a recent graduate of The Coding Boot Camp at UNC-Chapel Hill. Seeking new opportunities as a Business Operations Analyst, DevOps Analyst, Reporting Analyst (BI & Dashboards), or Data Analyst with a technical component.

RELEVANT EXPERIENCE

Sr. Analyst - HQ Operations **Verizon**

2020 – 2022
Wilmington, NC

Primarily 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 U.S.-based Customer Service, Tech and Specialty workgroups.

Key Accomplishments:

- Efforts credited with having significantly improved stakeholder buy-in and utilization of refreshed reporting interfaces, which delivered downstream improvement in data integrity and leader efficiencies.
- New dashboards 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.
- Recipient of the 2021 Operations Trailblazer Award for individual contributions that directly influenced enterprise-wide change in business intel tools.

Coordinator - HQ Operations **Verizon**

2017 – 2020
Wilmington, NC

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

Key Accomplishments:

- Interfaced closely with partners in HR, business leaders and vendors to ensure smooth administration of absenteeism, timesheet auditing, and leave management.
- Member of a small team whose efforts were credited with having saved tens of millions of dollars annually through timesheet auditing and reducing legal exposure through careful attention and application of HR guidelines, and protections guaranteed by law, for the domestic customer service, technical support and social media workgroups accounting for over 11,000 employees.

Analyst - Field Operations **Verizon**

2016 – 2017
Wilmington, NC

Served as the project administrator on a small specialized team that prioritized employee engagement with the implementation of a new digital platform that incentivised key behaviors as identified or aligned with the business objectives of the contact center call-taking population.

Key Accomplishments:

- Successfully launched the new gamification platform on-site for the Wilmington, NC call center that was home to 1,200 corporate employees, and eventually took on the Charleston, SC call center and remotely supported an additional 1,000 employees.

PORTFOLIO

Portfolio | bnk5532.github.io/BNK-Port-v2

Navigate to the above URL to view the latest iteration of Brian's portfolio, which in and of itself demonstrates a strong command of a responsive, mobile-first, aesthetically pleasing, React framework application.

- Includes project examples of several web applications, demos for Microsoft Power BI, Google Looker Studio, Screencastify, a GitHub Gist publication, and Google Slides presentations.
- Links to most current copy of resume, GitHub repository, social media, recommendations, projects and other interests.

TECHNICAL SKILLS

Languages: HTML5, CSS3, JavaScript, Python3 (*In-Progress*), SQL.

Concepts: Responsive Design, Big O Notation, TDD, Agile Development, Data Structures, Security & Session Storage, Local Storage, User Authentication and Database Management.

Tools: Bootstrap, Bulma, Materialize, Handlebars, MERN stack (MongoDB, Express.js, React.js, Node.js), React Router, Apollo GraphQL, Heroku, Inquirer CLI, JWT, Insomnia, Git, GitHub, GitHub Gists, Google Data Studio (Looker), Microsoft PowerBI, MySQL, NoSQL, NPM packages, VS Code, Screencastify, Google Suite, and Microsoft Office.

EDUCATION

Boot Camp Certificate: University of North Carolina – Chapel Hill, Chapel Hill, NC, 2022.

A 24-week intensive program focused on gaining technical programming skills in front-end and back-end technologies including HTML, CSS, JavaScript, jQuery, Bootstrap, React.js, Node.js, Express.js, Database Theory, MySQL, NoSQL (MongoDB), Command Line, and Git. Between live instructional time, asynchronous material, group projects, and individual assignments, learners spend 450+ hours on program content.

Master of Business Administration: Strayer University, Washington, D.C., 2012.

Concentration: Acquisitions.

Conferred with honors.

Bachelor of Arts: University of North Carolina – Wilmington, Wilmington, NC, 2008.

Major: Anthropology.

Minor: Forensic Science.

Lambda Alpha Honors Society Lifetime Member.

PROFESSIONAL DEVELOPMENT

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