

# BRIAN NICHOLAS KING

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*Experienced Business Operations Analyst with a background in business administration, operations, reporting, data visualizations (dashboards), quantitative/qualitative methods, and full stack web development.*

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## TECHNICAL SKILLS

**Languages:** HTML5, CSS3, JavaScript, Python3, SQL.

**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 Power BI, MySQL, NoSQL, NPM packages, VS Code, G-Suite, Microsoft Office, Windows, and Apple IOS.

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

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## PROFESSIONAL DEVELOPMENT

**Full Stack Web Development Training: University of North Carolina – Chapel Hill**

2022

24-week 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

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## RELEVANT EXPERIENCE

**Sr. Analyst - HQ Operations | Verizon** | Remote, US

2020 – 2022

Responsible for any and all reporting requirements with regard to absenteeism, time/attendance (TA) and leave-of-absence (LOA) 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, leader efficiencies, and ultimately led to the winning of the highly coveted 2021 Operations Trailblazer award.

**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.
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## EDUCATION

**Master of Business Administration: Strayer University**

2012

Concentration: Acquisitions | Conferred with honors

**Bachelor of Arts: University of North Carolina – Wilmington**

2008

Major: Anthropology | Minor: Forensic Science | Lambda Alpha Honors Society