

BRIAN NICHOLAS KING

Phone: 910-233-9775 | Email: bnk5532@gmail.com | Leland, North Carolina
LinkedIn: [linkedin.com/in/bnk5532](https://www.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 | Pettijohn, Attorney at Law, PLLC | Leland, NC 2022-Present
Closely involved in the refinement of the firm's business strategy, growth and efficiencies while also improving upon marketing efforts, office management, communications, networking, revenue generation and solicitation of legal services, especially with regard to veteran outreach potential involving the Camp Lejeune Justice Act of 2022. Consults regularly on matters involving outside business affairs and government acquisitions.

Senior 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.

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

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

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.