

Brett Redd

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Senior Business Intelligence Data Analyst

Improving Leadership Decision-Making Through Dashboard Development, Analysis, & Data Governance/Management

Diversified professional with experience relative to business intelligence, data systems support & process improvement, performance measurement, forecasting, and project management.

Recognized for outstanding communication through the development of comprehensive dashboard reports leveraging my extensive analytical experience, and technical capabilities.

Strong desire to leverage my analytical capabilities in a role with operational and strategic decision-making, while still adding value to my organization through my capability to develop reporting processes and write/model reports.

Professional Experience

Insight Global/Wells Fargo (contract) (Financial Services), Dallas, TX

Feb 2021 – Current

Project Demand Planner / Analyst

- Contracted to support lead demand planner / operations reporting lead in the monitoring and forecasting of IT projects for the credit card services line of business.
- Developed a report leveraging Power Query, Power Pivot, and DAX to develop a reporting schema, connecting data from various data sources. Designed the report in a way that LOBs inside and outside my assigned LOB could slice the report to review current project spend vs budget, rolling up within a 6-tier project hierarchy, to drill down to areas of concern where the LOB is deviating from budget. Drill down capability went as granular as individual time sheet allocations to the project record.
- Developed a Tableau report to JIRA Service Management through a web data connector, to produce insights around outstanding project requests. Insights provided spoke to the completeness of pertinent data needed for project estimation in the project request, and SLAs leveraging RAG indicators to monitor the status of requests being reviewed / managed.

JLL, (Commercial Real Estate Services and Brokerage), Dallas, TX

April 2020 – October 2020

Data Manager – Critical Environments

- Responsible for data governance relative to all critical facility equipment within facility mgmt and compliance mgmt applications.
- Developed forms and processes to ensure effective change management when work orders/projects, etc. result in data changes.
- Enacted DQ rules to measure completeness, consistency, integrity, accuracy, conformity, and timeliness for all data record attributes.
- Maintained master configuration guide leveraged as source of truth for all approved equipment codes available for use, as well as required data attributes for each equipment type.

JP Morgan Chase (Financial Services), Plano, TX

December 2019 – February 2020

CAO PMO Information Mgmt & Reporting Analyst

- Requested to join the Chief Administrative Office PMO to assist with project monitoring, tracking, and reporting.
- Provided full overview of PMO SharePoint site leveraged to manage projects, then provided numerous recommendations on tracking/process methodologies that need to change in order to report in a more streamlined and efficient manner, including adoption of an application specific to project management. Operating model requires improvement to ensure processes and procedures implemented are uniformly accepted by project teams.

CoreLogic (Real Estate Technology), Irving, TX

June 2019 – November 2019

Sr Professional, Data Content Mgmt

- Integrate with Enterprise Data Group (EDG), comprised of DQ, Data Governance, and Data Content Management functional groups to ensure quality data is being driven to our data algorithms, models, and consumer products.
- Primary role - Provide Content Management support for Automated Valuation Models (AVMs) to improve the valuations derived from automated algorithms. AVM inputs include tax assessor, transaction records, and MLS data.
- Secondary Role - Interface and assist tenured data steward supporting the collection and content management of public tax assessor data across the US.
- Identified key data issues that cause pain points within primary and secondary functions, then leveraged my past dashboarding and reporting skillset to recommend how to best proactively monitor data issues, without duplicating existing efforts in process.

Sr. Business Intelligence Data Analyst (CBRE Project Management Platform) 2017-2019

Requested to join the PJM Platform by the Director of Business Intelligence, supporting all Americas major accounts and markets, to upgrade reporting processes to leverage Tableau Desktop/Server for the Americas.

- Applied new data management practices to capture more granular data for over 30,000 projects in the Americas, in order to provide more in-depth analysis and pivotal data within Tableau models.
- Responsible for Annual Business Intelligence report available to all levels of leadership. Comprehensive Tableau dashboards included Americas project value/volume/location overview, account/market value creation, account/market staffing and workload measurement, industry analysis, and annual trends.
- Improved the manner client survey data was analyzed and modeled in excel, then presented in Tableau to provide annual insight to all levels of PJM leadership. Incorporated method to view specific survey feedback when needed.
- Supported HR team by building Tableau dashboards to review time to fill talent requisitions, and revenue lost associated. Other dashboard views also provided insight to employee demographics, trends, and reasons for termination.
- Provided ad hoc reporting support to accounts/markets where analyst presence was limited or not available.

Sr. Business Intelligence Data Analyst (CBRE - TYCO/JCI Project Mgmt Team) 2015-2017

Requested by CBRE leadership to join the TYCO account to assist in improving client satisfaction score, with a focus on technology, reporting improvement, and data governance.

- Integrated Tableau technology to improve analysis and reporting to provide a more dynamic and user-friendly reporting environment to leadership and team.
- Developed/executed a plan to overhaul data management and collection process to align with account playbook and support reporting needs.
- Improved data quality through routine data management reports using written, calculated, data validation rules.
- Aligned to account playbook by making system interface revisions to document storage, data entry field attributes, project budget templates, milestone/phase templates, as well as adding modules to capture risk and value creation data.
- Developed routine reporting package, inclusive of high-level project dashboard, to monitor project manager workload, project pipeline/volume/financials, key performance indicators, data quality, and project closeout requirements.
- Served as Reporting SME, as well as participated in all application design reviews on the Kahua Advisory Team. Kahua is expected to replace all current PJM technology across the company.

Sr. Business Intelligence Data Analyst (CBRE - CISCO Project Mgmt Team) 2013-2015

Promoted to assist a high-risk account in establishing project cost benchmarks and improve operations reporting. With support of the operations and execution team, managed all capital project data collection, and developed presentation materials for monthly and quarterly reporting. Also assisted in process improvement planning, execution, and training.

- Led an effort to improve data quality by **25%** by establishing a routine data management/integrity report, resulting in more efficient reporting practices. Report developed using written, calculated, data validation rules.
- Established cost benchmarks using historical cost data, then applied predictive analytics to forecast future project financials.
- Designed a workbook that warehoused detailed information in support of performance metrics measured on a monthly and quarterly basis. The workbook was modeled to efficiently measure weighted performance scores globally, regionally, and individually to identify areas of opportunity and success in each area.
- Developed a report to assist in monitoring of the financial closeout process. The average number of projects in closeout reported quarterly improved (decreased) by **50%**, allowing for earlier capitalization of assets.
- Established workload gearing ratios, and designed a reporting model to measure current, as well as forecast future staffing needs. This model was used to gain approval for additional headcount from the client.
- Developed a client-facing project dashboard that provided a 1-page snapshot of project scope, financials, schedule, risk, and status updates for each capital project.

Business Intelligence Data Analyst (CBRE - Bank of America Project Mgmt Team) 2010-2013

Provided analyst support nationally on one of the largest CBRE client accounts. Duties include forecasting and monitoring of cash flow, project schedule, project quality, project closeout, and performance goals.

- Accompanied Senior Analyst / Operations Manager in leading a data governance and data management effort to completely overhaul the accuracy and volume of data received to provide meaningful reporting.
- Supported project management execution team in achievement of green status for all performance goals by creating a dashboard database, distributed weekly, in Access/Excel to provide a high-level view of project financials, progress, and volume. Received **"Bravo"** award in January 2013 in recognition of value added to the national platform by this report.
- Revitalized awarded dashboard to monitor performance metrics by a new methodology after account realignment, due to client request. The new dashboard was ultimately adopted by the client to measure KPI goals internally for all facility partners. Received **"Bravo"** award in June 2013.
- Received **"Bravo"** award in August 2011 for outstanding leadership and cash flow forecasting of the Retail Capital Improvement program, which consisted of over **775** projects and **\$50MM** in capital expenditures. This led to a **"Spotlight"** award, selected individually from quarterly **"Bravo"** award winners.

WRPS, L.P. (Owner Managed Multi-Family Property Management), Coppell, TX 2001-2006, 2009-2010

Assistant Property Manager

- Promoted to Assistant Manager from Leasing Professional within 1 year.
- Processed AP, monthly management/financial reports, and conducted lease file and accounting system audits.
- Managed AR including pending, current, and former account collections, utility reimbursement, and misc. income.
- Managed an office/maintenance staff of 7 on a day-to-day basis along with the Property Manager.
- Reduced monthly delinquency from 3% to 1% by enhancing applicant screening and enforcing eviction policies.

Scarlett Custom Homes (Private Custom Home Builder), Frisco, TX

2006-2008

Project Manager

- Responsible for project estimating and forecasting, permitting, construction schedule management, preparing draw requests for phased funding, change orders, accounts payable and receivable.
- Negotiated all real estate transactions and ensured accuracy of necessary paperwork and contracts.

Education

Bachelor of Science (BS), Finance, ***Cum Laude***, Naveen Jindal School of Management
The University of Texas at Dallas, Richardson, TX

Also completed some graduate level coursework for MBA with a concentration in Real Estate.

Technical Skills

SQL (PostgreSQL, SSMS), Python3, HTML(5), Tableau, PowerBI/PowerQuery/PowerPivot, Data Analysis, Dashboard Development, Data management, Data Governance, PMO Support, MS Access, Advanced Excel, Argus, MS Project, MS Office Suite, Variety of Project Mgmt Applications

Licenses/Certifications

TREC licensed Real Estate Agent