

# Brian Burns

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## Operations / Business /Business Intelligence Analyst

*A focused career with a track record of success*

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Extensive experience in large scale operational management, process improvement initiatives, business analysis, business intelligence, and systems analyst roles.

## Professional Experience

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Northpoint Commercial Finance, Alpharetta, GA

**Business Intelligence Analyst**, 2021-Present

Responsible for managing the company's enterprise reporting database (Azure SQL) monthly close-out process, report development and deployment.

### *Key Achievements*

- Managing the company's enterprise reporting database (Azure SQL) through the monthly close-out process. This process is complex and involves data transformation, ETL imports (SSIS/SQL Agent jobs) and numerous stored procedures. I have achieved 100% balance to company volume, receivables and liquidations during my entire tenure.
- Executing, validating and delivering monthly, quarterly, and fiscal quarterly cadence reports for the entire enterprise (50+ currently and growing).
- One of three core BI members for new report development, testing and release in Azure SQL via Tableau Server / Power BI, for all departments within the company.
- Developed, tested and re-deployed over 30 pre-existing core business reports in Tableau Server. This involved drilling down a mixture of (complex) joined views and tables within our Azure SQL reporting database and re-construction as stored procedures that are now 100% table reliant, negating the need for dozens of views and drastically decreasing report load times.
- On the qualitative side, I interact with and have excellent working relations with all members of the organization from the front line up to and including our President and CEO.

Angel Oak Capital Advisors, LLC, Atlanta, Georgia

**Senior Operations Systems Analyst**, 2019-2020

Responsible for development, testing and support of data management and business intelligence systems, with extensive use of Microsoft SQL Server database.

### *Key Achievements:*

- **Created the first SQL Server database for the operations group** - a scalable, secure, and permanent data source for all private investment fund derivatives. This database contains extensive data on commercial and residential loans, third party servicing companies, associated bank custody information along with various internal reports. This source data is used across multiple departments within the capital group for a wide variety of reconciliation activities.
- **Developed standardized operations reporting used in cadence** with loan blotter updates, bank collateral custody reconciliation, and loan servicing data reconciliation. These reports reduce time spent by 50% compared to previous manual reconciliation methods.

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HomeBridge Financial Services, Inc., Kennesaw, Georgia  
**Senior Business Analyst**, 2017 – 2018

Senior Business Analyst within our national servicing center, responsible for detailed system analysis and development of formalized change requirements.

*Key Achievements:*

- **Closed over 31 complicated enterprise level trouble and change tickets in less than one year:** Met with internal clients, investigated, researched, and documented business requirements, collaborated with IT to review specifications, attended design reviews, mined data for root cause analysis, and performed User Acceptance Testing. Validated production results using data mining to determine the success of change or repair.
- **Created all UAT test plans and associated documentation for the company's integration of Tempo**, a large-scale risk mitigation platform which integrates with the core loan servicing platform, *LoanServ*.
- **Designed, developed, and deployed the company's first loan servicing database used to document and cure enterprise-level loan document errors/exceptions.** The database held information on over 10,000 funded loan files at the time of the site closure.

Premiere Global Services, Inc. (PGi), Alpharetta, Georgia  
**Business Process Engineer**, 2015 – 2017

Provided Global operational support for clients in North America, Latin America, Europe, and Asia Pacific regions. Managed large scale projects involving numerous continual improvement initiatives. Performed reliability analytics and root cause analysis. Developed and deployed custom reports using the SQL Server, SAP data warehouse, and ServiceNow! Ticketing platforms.

*Key Achievements:*

- **Reduced report delivery cycle times by over five weeks, and reduced report error rates by more than 50%** by developing and deploying systems and protocols for Global Service Management. Served as overflow BI Analyst using SAP and MS SQL Server for large scale, detailed report generation on demand.
- **Decreased staff training time by more than 20%** and increased productivity by centralizing all departmental policies, procedures, and protocols into one online intranet portal.
- **Maintained data and reporting integrity and saved over \$1k in recurring monthly expenses** by migrating and centralizing multiple Microsoft SharePoint sites containing the division's technical support information into the company's *iMeet Central* platform, resulting in savings of over \$1,000.00 in recurring monthly expenses, and preventing unauthorized editing of the data.

American Advisors Group, Kennesaw, Georgia  
**Operations Manager**, Georgia Regional Operations Center, 2013 - 2015

Complete operational management of our Georgia Regional Operations Center. Responsibilities also include leading and managing several national operational projects as the business expands.

*Key Achievements:*

- **Improved Approved to CTC cycle times 33%** through technology augmentation and operational reorganization.
- **Increased average individual production 30%** through the creation of a balanced scorecard measurement system and several systemic / process improvements.
- **Reduced operational expenses 25%** through the effective management of overtime expenses.
- **Improved quality 50%** through Pareto analysis and associated team coaching.

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- **One of few project managers selected to aid in the development of the company's transition to a completely paperless operational environment**, which was completed in 2014 and continues to function reliably to this day.
- **Lead project manager** in the migration of the reverse mortgage industries transition to HUD's Financial Assessment method of loan fulfillment, beginning Q115.
- **Lead project manager** in the operational workflow review and re-structuring of our wholesale operations group, commencing Q215.

GB Shelter Mortgage, Melbourne, Florida

**Operations Manager**, 2011

Complete management of loan processing through funding for our Regional Operations Center for this specialty builder-lender in central Florida. Also responsible for all on-site IT related projects.

Washington Mutual Bank

Home Equity Loan Fulfillment Center (HELFC) Melbourne, Florida (2006-2008)

Home Equity Loan Fulfillment Center (HELFC) Houston, Texas (2004-2006)

**Operations Manager, Vice President**

Managed three departments made up of a group of 75 staff three levels deep, and managed groups as large as 150.

*Key Achievements:*

- **Created capacity modeling to operate departments with 20% less staff** than sister sites operating at equivalent volume levels.
- **Improved quality 10% through Pareto analysis** and associated team coaching.
- **Led the first Total Quality Program**, improving the Florida site's total quality score over 13% during my tenure.
- **Centralized and automated production tracking** for the entire Texas/Florida sites.
- **Completed the Texas site's first Operational Workflow Review** yielding numerous improvements in speed, cost and customer service.
- **1<sup>st</sup> place winner**, Production and Quality Dynamics Seminar, 2007.

## Education

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**Bachelor of Science in Business Administration, Concentration in Management, Minor in Economics**

Oregon State University, Corvallis, Oregon

**Eastern Florida State College**, Cocoa, Florida 42 hours of IT coursework, Database Technologies (3.78 GPA)

**Chattahoochee Technical College**, Marietta, GA, 8 hours of IT coursework, Network Security & SQL (4.00 GPA)

## Technical Proficiencies

**Platforms:** Windows, Cloud.

**Tools & Applications:** MS Word, MS Excel, MS PowerPoint, MS Visio, MS Access, Azure SQL, Tableau Desktop / Server, Power BI