**Brian Vineyard**

**Data Analyst | Technical Writer**

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**PROFESSIONAL SUMMARY**

Data Analyst | Technical Writer with over 20 years of experience in analytics and documentation.

**SKILLS AND ACCOMPLISHMENTS**

* **Data Analytics**: ETL | Data Modeling | Data Management | Machine Learning
* **Technical Writing**: User Guides | Confluence Wiki | Knowledgebase Content
* **Analysis Tools**: Python | SQL| Azure Data Studio | Jupyter Notebooks | SSMS
* **Relational Databases**: Oracle | SQL Server | Postgres| IBM DB2 | Azure SQL
* **Reports and Dashboards**: SSRS | Excel | Power BI | Tableau | Salesforce | ServiceNow
* **Accomplishments**:
  + IBM Data Science Professional certification – Feb 2020.
  + Python machine learning project for NLP classification of unstructured text data.
  + Built custom dashboards to model and present data in real time in Power BI.
  + Designed and modeled data from multiple sources to produce enterprise business reports.
  + Led projects to leverage data analytics to improve cloud network services.

**WORK EXPERIENCE**

**PacketFabric**, Sacramento, CA

*Senior Data Analyst* (Feb 2020) – (May 2023)

* ELT of data from Salesforce, ServiceNow, and SQL Server.
* Manage SQL queries in SSMS, Azure Data Studio, SQL Server and PostgreSQL.
* Build and optimize Power BI reports and dashboards of ServiceNow data for key stakeholders.
* Customized reporting based on key metrics for company business needs.
* Regular analytics PowerPoint presentations in company meetings including execs and board.
* Collaborate and communicate with key stakeholders to ensure reporting meets current needs.
* Continuous improvements to reports, customer service, and quality through BI analysis.

**Cisco**, Sacramento, CA

*Business Data Analyst / Technical Writer* (May 2012) - (Sep 2019)

* Project Leader: Data analytics to improve customer service and product quality.
  + Results: Large drops in support case volume (-4K cases) in July 2019, 16% improvement.
* Machine Learning classification of unstructured text in support cases for root-cause analysis.
* Python, Jupyter Notebook analysis of large datasets of technical issues reported by customers.
* Collaborate with developers and data engineers to build machine learning model.
* Communication, reporting, and presentation of findings in Power BI and Tableau.
* SQL query management of relational databases in SSMS.
* Improved product quality by driving fixes for defects, resulting in 17% increase in (NPR/CSAT).

**Cisco**, Sacramento, CA

*Technical Support Engineer* (May 2003) - (May 2012)

* Support agent providing 2nd Tier support for Cisco WebEx Cloud services.
* Provided detailed technical phone and email support in a fast-paced, busy call center.
* President’s Award for Excellence in Customer Service - 2005.
* Numerous quarterly performance awards for excellence.
* Supported multiple Cisco Cloud Collaboration Services including WebEx and Cisco Jabber.

**Cal Fed Investments,** Sacramento, CA

*Business Systems Analyst* (Nov 1999) – (Mar 2003)

* Ran complex SQL queries to manage financial data on Oracle database servers.
* Maintained stored procedures for Oracle SQL to produce accurate reports of financial trade data.
* Complete PC desktop hardware and software support for 80 local and 1,100 remote users.
* Wrote technical procedures for re-imaging company PCs in remote branch locations.
* Designed database system in Microsoft Access for support ticket tracking.
* Using complete SDLC, designed in-house investment and securities license tracking system using Access.
* Ran monthly, quarterly, and annual business reports for financial trades and transactions.
* IBM AIX Unix system administrator. Performed system maintenance, backups, restarts, and upgrades.
* Managed user accounts on Novell network, and Unix server.
* Managed user accounts on Microsoft Exchange servers.

**EDUCATION**

Bach. Of Science – Mgmt. Info. Systems, (1999), Calif. State Univ. – Sacramento

**CERTIFICATIONS**

Microsoft Power BI Desktop for Business Intelligence (2023)

Credential ID: UC-379a77ba-b265-4691-ab84-7b006824dd3f

Power BI Final Project: <https://github.com/bvineyar/Adventure-Works-Power-BI-Report>

IBM Data Science Professional Certification (Feb. 6, 2020)

Credential ID: ASXWYZYZEKFW

Final Capstone Project: <https://github.com/bvineyar/IBM-Data-Science-Final-Capstone-Project>