

# Robert Smith

## Business/Data Analyst

### CONTACT DETAILS

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### PERSONAL STATEMENT

A highly responsible and dedicated data analyst with strong analytical and technical experience in the IT industry. Practiced in clarifying business requirements, performing the gap analysis between goals and existing procedure/skills sets, and designing process and system improvements to increase productivity and reduce costs.

### WORK EXPERIENCE

#### **Business/Data Analyst**

**GLAXO SMITH KLINE - July 2011 - Present**

##### Responsibilities:

- Worked with internal business clients and business leads to create functional requirement documentation. Interfaced with internal and external stakeholders to understand tool, promotion, and process enhancements.
- Developed numerous supply chain KPI's including freight cost rate, fuel surcharge, order tracking, forecast volume, various inventory reports, backorders, internal customer service report etc using Cognos, bo, rms access and excel, Visio.
- Perform data mining activities of gathering and compiling data to make a thorough analysis of data integrity issues with respect to the data provided by lsps(logistics service providers), and to extract the relevant information for metrics reporting and KPI measurements.
- Developed/published online reports using Cognos to replace existing bo reports on freight costs, costs of goods mfg, savings on goods delivered Air vs. Sea, thus increasing web visibility to our data warehouse and allowing for more informed decision making by managers and senior executives.
- Designed and developed a series of complex business intelligence solutions via business objects(designer, desktop intelligence, and web intelligence) and Cognos 8 reporting system and tools using best business practices guidelines.
- Interacted with clients to understand the reporting needs, evaluated requirements, designed, developed and implemented reporting using Cognos and business objects. Provided ad-hoc reporting support.
- Created different KPI dashboards in report studio using a combination of the list, crosstab, graph and map reports.

#### **Business/Data Analyst**

**CISCO SYSTEMS - April 2010 - July 2011**

##### Responsibilities:

- Business/data analyst for gms(global supply chain and manufacturing) acquisitions group.
- Developed a web based intranet application (rfq tool) to allow cisco/supplier commodity managers to do a competitive cost analysis when negotiating pricing of acquisition company product(s) for integration into cisco product line.

### SKILLS

SQL, Business Objects, COGNOS, MySQL/PHP, SAP, VBA, LEAN SIX SIGMA, Data Mining, Data Warehousing, Analytics, Data Analysis, Business Analysis, VISIO, RDBMS

### LANGUAGES

English (Native)  
French (Professional)  
Spanish (Professional)

### INTERESTS

Climbing  
Snowboarding  
Cooking  
Reading

### REFERENCES

Reference - 1 (Company Name)  
Reference - 2 (Company Name)