Eric Flynn

Analytics Engineer

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SUMMARY

Versatile data expert with 5+ years of expertise working with complex business systems. Skilled in ETL development, data modeling, and large-scale analytics, with a proven track record managing both people and enterprise-level initiatives. Eager to leverage AI, automation, and emerging technologies to drive innovative change in an organization.

SKILLS & CERTIFICATIONS

- Python
- SQL
- Tableau
- Snowflake
- Microsoft Power BI
- Apache Airflow
- Apache Kafka
- Linux
- SAS
- AWS Solutions Architect*
- Generative AI & Machine Learning
- Cloud Computing
- Data Infrastructure & Analytics
- Project Management
- Systems Optimization

PROFESSIONAL EXPERIENCE

1-800-Flowers.com Inc. — Jericho, NY

Network of 10+ subsidiaries which form one the top floral and gifting conglomerates in the continental United States

Manager, Business Analytics — **06/2023 - Current**

- Redesigning legacy reporting stack around Snowflake and Tableau to eliminate manual data maintenance, enable real-time self-service dashboards, and support the foundation for AI-native workflows
- Partner with teams across business-units to develop standardized SQL-based views, establishing a single source of truth
- Support company-wide initiatives by connecting technical capabilities with business needs, improving everything from core systems logic to customer communication flows

Kiss Products Inc. — Port Washington, NY

World's leading supplier of artificial nails, press-on nail manicure kits, and false eyelashes; available in over 100 countries

Senior Business Analyst (Data Engineer) — **08/2022 - 06/2023**

- Managed a team with three direct-report analysts tasked with the development of corporate-level BI initiatives
- Designed, implemented, and maintained a self-managed Apache Airflow environment (Docker/Linux) consisting of several custom-built Python ETL pipelines
- Administered an ecosystem of over 15 Power BI dashboards ensuring data accuracy and maintaining 97% uptime
- Hosted monthly "Data Excellence" meetings, driving technical discussions and encouraging cross-functional knowledge transfer, leading to the implementation of a Corporate Data Center of Excellence

Junior Supply Chain Analyst — **04/2021 - 08/2022**

- Delivered 8+ Power BI dashboards providing strategic visibility into KPIs across the end-to-end supply chain
- Continuously performed inventory optimization on over 4,000 SKUs, maintaining sub-3.5% backorder ratio

EDUCATION

Binghamton University, State University of New York - Watson School of Engineering

BS & MS in Industrial and Systems Engineering, 4+1 Accelerated Masters Program

NOTEWORTHY PROJECTS

AI-Powered Fault Attribution - 1-800-Flowers.com   06/2025 - Current
Automate root cause analysis for order issues using a large language model
- Supplementing a manual review process with Snowflake Cortex to determine fault based on unstructured order notes
- Partnering with business teams to validate outputs and integrate AI into existing workflows
- Achieved 80% accuracy on benchmarks, limiting the need for human in the loop and reducing workload by 20 man-hours per week

FedEx Dataworks Implementation - 1-800-Flowers.com   11/2024 - 02/2025
Enterprise-wide initiative to integrate FedEx Dataworks webhook API into internal systems
- Led the implementation of FedEx Dataworks under a tight three-month timeline, coordinating across internal and external IT teams and developing an Apache Kafka-based ingestion pipeline
- Designed and executed a muli-layered A/B testing methodology to isolate the impact of key features
- Reduced customer service inquiries by 20% and cut latency by 50 minutes, projecting $430K in annual savings

Third Party Parcel Data Integration - 1-800-Flowers.com   06/2024 - 12/2024
Cross-functional initiative to ingest third-party shipping invoice data into Snowflake
- Led the design and implementation of an automated data feed to ingest raw invoice data from our parcel auditor
- Configured a Microsoft Azure-based SFTP file server to securely receive semi-structured (JSON) data
- Transformed complex nested JSON structures into relational data models, enabling detailed shipment-level analytics

Peak Season FedEx Plan Predictive Analytics - 1-800-Flowers.com   03/2024 - 06/2024
Data-driven revamp of peak holiday period shipment planning process
- Applied a SQL-based decision tree to granularize top-line forecasts into detailed projections by day, location, and service type for 150+ locations across 7 unique fulfillment networks
- Devised a standardized naming convention for all enterprise fulfillers, ensuring consistency and simplicity
- Replaced a manual Excel-based process with Tableau, enabling rapid evaluation of multiple scenarios and a reduction in data preparation time from weeks to days

E-Commerce Data Centralization - Kiss Products   03/2023 - 06/2023
Proof-of-concept project aimed to consolidate various third party data sources into one centralized data warehouse
- Leveraged Fivetran ETL provider to establish automated data pipelines from 5+ data sources into Google Big Query
- Provided budget and resource estimates for future production system implementation

Big Data & AI Architecture - Kiss Products   11/2022 - 06/2023
Corporate-level initiative to introduce big data architecture and machine learning capabilities
- Surveyed cross-functional teams throughout the enterprise to define project scope and requirements
- Aggregated interdepartmental stakeholder requirements to devise an enterprise-level big data architectural design plan
- Conducted discovery meetings with Snowflake and Databricks as the main point of contact

Personal Fitness Application - Passion Project   10/2022 - 01/2023
Live web application designed to visualize personal fitness data
- Constructed an automated ETL pipeline from Apple Health to MySQL using Amazon Web Services
- Deployed a self-hosted Streamlit application on AWS EC2, configured with Nginx for reverse proxy, and custom DNS routing via AWS Route 53

Advanced Logistics GPS Tracking & SKU Visibility - Kiss Products   01/2022 - 08/2022
Architectural redesign of the inbound logistics data system to enable SKU-level GPS tracking
- Proposed changes in PO data entry procedure, enabling container-level visibility previously unattainable
- Architected several ETL pipelines to ingest tracking and logistics data from external REST APIs
- Enabled SKU-level inbound visibility, directly improving operational efficiency for the Purchasing department