GUILLERMO E. FLORES

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Data / Business Intelligence Professional

PROFESSIONAL SUMMARY

Proficient in SQL, Tableau, and diverse tools and programming languages, I specialize in synthesizing complex data for actionable insights. Skilled in implementing reporting strategies, I drive efficiency and decision-making enhancements. Experienced in designing visually compelling dashboards and mentoring teams for innovation and results. Committed to constant growth and acquiring new skills, I am eager to make a meaningful impact in a challenging and stimulating setting.

AREAS OF EXPERTISE

- **Reporting and BI:** SQL, Tableau, SSRS, SSIS, PowerBI, Crystal, Business Objects, Power Query, SmartView, SharePoint
- **Data Management:** MS SQL Server, Oracle, MySQL, PostgreSQL, DB2, Teradata, Vantage, Google BigQuery, MS Access
- **Advanced Excel** – Pivots, VLookup, Index, Match, Sum Ifs, Count Ifs, VBA, Xlookup, Slicer, Sum-Product, Power Query
- **Development:** HTML, CSS, JavaScript, SQL, PHP, Python, jQuery, Bootstrap, React, ASP, VBS, VBA, GitHub, BASH, VS Code
- **ERP and Financial Analysis:** Budgets, Forecasts, Variance Analysis, Accruals, Hyperion Essbase, SAP, Ariba, JD Edwards

CAREER HIGHLIGHTS

Achieved substantial cost savings through comprehensive data collection, integration, and analysis using SQL, SSIS, and Tableau dashboards.

Achieved a remarkable $3.9M reduction in write-offs year over year by deploying advanced analytics and process automations.

Delivered a 10% decrease in non-pay disconnects through innovative analysis, reporting, and robotic process automation solutions.

Accelerated insights through pioneering ETL strategies with SSIS, seamlessly integrating large datasets from varied sources.

PROFESSIONAL EXPERIENCE

Mgr, Business Planning & Analysis, Spectrum, *Oct 2018 – July 2024*

Mastering the art of data analysis, I delve deep into diverse datasets, pinpointing areas for enhancement and implementing dynamic, data-driven solutions. With advanced analytical techniques, compelling reporting, and captivating data visualization, I optimize efficiency and reveal invaluable insights.

- Rectified billing inaccuracies by collecting, integrating, and analyzing data using SQL, SSIS, and Tableau dashboards, resulting in vendor term renegotiation and enterprise-wide adoption for substantial cost savings.
- Drove the adoption of Tableau to develop visually appealing and user-friendly dashboards that effectively communicated insights to stakeholders, resulting in a 10% improvement in SLA adherence for capital construction projects.
- Engineered data-driven financial models utilizing advanced Excel functions, including VLOOKUP, INDEX-MATCH, Sum ifs, Count ifs, PivotTables, and various complex formulas, resulting in more accurate and data-driven financial projections.
- Identified and resolved gaps in the P2P system through the initiation of an advanced tracking system, systematically identifying and diminishing instances of overlooked transactions to increase the accuracy of financial reconciliations.
- Prepared annual budgets and quarterly forecasts, and expertly managed day-to-day financial planning activities including capital planning, purchase orders, invoices, month-end closing, accruals, and variance analysis.

Mgr, Analytics & Development, Bright House Networks, *Dec 2017 – Oct 2018*

Drove the creation of dynamic reports, interactive dashboards, cutting-edge robotic process automation, and sleek websites. Kept a firm hand on the pulse of strategic objectives, offering expert guidance and oversight to drive project success.

- Implemented advanced data analytics and process automations to identify patterns and trends, ranking high-balance non-pay customers by likelihood of payment, resulting in a $3.9M reduction in write-offs year-over-year
- Collaborated with cross-functional teams on an executive steering committee, leveraging modern tools and technologies to extract, transform, and analyze data, contributing to a 16% trouble call reduction YoY.

PROFESSIONAL EXPERIENCE

(Mgr, Analytics & Development at Bright House Continued)

- Drove the adoption of Agile methodologies, leveraging project management tools like Jira to streamline project workflows and increase collaboration among our data analysis team, resulting in a 22% improvement in project efficiency.
- Led modernization efforts by incorporating data management and frontend solutions to facilitate real-time tracking and management of billing system robotic process automations (RPA), leading to error reduction and enhanced efficiency.
- Designed and maintained databases to support critical reporting needs, ensuring data accuracy, integrity, and accessibility for seamless business insights and decision-making processes.
- Successfully onboarded and led a high-performing team of analysts and developers, assessing candidates' technical expertise, cultural fit, and potential for driving innovation and collaboration within the team and organization.

Business Intelligence Analyst, Bright House Networks, *Aug 2014 – Dec 2017*

Leveraged business intelligence techniques to analyze financial and operational data, uncovering critical trends and patterns. Collaborated extensively with cross-functional teams to develop and implement process enhancements, providing invaluable insights for executive-level decision-making.

- Implemented analysis, reporting, and automation solutions to identify new customers with no payment history, enabling timely interventions and reducing the incidence of non-pay disconnects by 10% year over year.
- Led the charge in modernizing our data management and reporting systems, unlocking new levels of insight, and empowering smarter, more informed decision-making across the organization.
- Developed visually compelling dashboards and reports using SSRS, facilitating intuitive data presentation to senior management and enabling informed decision-making.
- Spearheaded the development and ongoing maintenance of SQL queries, adeptly extracting and transforming data from diverse sources to fuel insightful reporting and analysis, driving informed strategic initiatives.
- Transformed billing system automation by integrating a SQL Server backend with a user-friendly web interface for seamless RPA management, leading to a 20% error reduction and heightened operational efficiency.

Web Developer/Database Administrator, Bright House Networks, *Mar 2010 – Aug 2014*

Engineered dynamic web and database solutions, integrating an array of programming languages, frameworks, and cutting-edge technology to drive insightful business analysis. Adept at sculpting polished, efficient code and relentless in testing and debugging to ensure peak performance.

- Streamlined data flow and bolstered insights by spearheading innovative ETL strategies with SSIS, integrating large datasets from disparate sources, resulting in accelerated processing times and heightened data precision.
- Improved data accessibility and retrieval efficiency through optimized database design and management using MS SQL Server, resulting in a 25% reduction in query time and facilitating real-time analytics for business insights.
- Implemented data-driven solutions for reporting and analysis, leveraging SSRS to generate interactive reports, empowering senior management with actionable insights for strategic decision-making.
- Developed a full-stack data-driven website to optimize workflow processes and enable real-time tracking and management of IT service tickets, resulting in a 25% surge in productivity and streamlined resolution processes.
- Streamlined collaboration and deployment processes by implementing a version control solution, facilitating seamless integration and deployment of updates, resulting in a reduction in development time and errors.

EDUCATION & TRAINING

MS Data Science
Regis University - *Enrolled*

Data Science with SQL and Tableau
Cornell University

MBA, Data Analytics
Saint Leo University

Google Data Analytics
Coursera

BS Computer Information Systems
Saint Leo University

Lean Six Sigma, Yellow Belt
COPC Inc.