GUILLERMO E. FLORES

✉ contactme@floresql.com 🔗 linkedin.com/in/geflores

Data/Business Intelligence Professional

PROFESSIONAL SUMMARY

Accomplished professional skilled in developing insightful reports and financial models, conducting complex data analysis, and utilizing advanced Excel functions and visualization tools to turn complex data into actionable insights. Skilled in implementing data and reporting strategies to drive efficiency and decision-making enhancements. 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 & BI:** SQL, Tableau, SSRS, SSIS, PowerBI, Crystal, Business Objects, Power Query, SmartView, SharePoint
- **Data Management & Excel:** SQL Server, Oracle, MySQL, DB2, Teradata, SSIS, Lookups, Index, Match, SumIf, CountIf, Pivots
- **ERP & Financial Analysis:** Budgets, Forecasts, Variance Analysis, Accruals, Hyperion Essbase, SAP, Ariba, JD Edwards
- **Development:** HTML, CSS, JavaScript, SQL, PHP, Python, jQuery, Bootstrap, React, ASP, VBS, VBA, GitHub, BASH, VS Code

CAREER HIGHLIGHTS

Drove a 20% reduction in monthly spend through comprehensive data collection, integration, and analysis using SQL, SSIS, and Tableau dashboards.

Achieved a $40M reduction in bad debt by deploying advanced analytics and process automations.

Delivered a $4.3M cashflow impact through innovative analysis, reporting, and robotic process automation solutions.

Managed $150M through business analysis, capital planning, budgeting, financial forecasting analysis, and financial oversight.

PROFESSIONAL EXPERIENCE

Business Planning & Analysis Manager, Spectrum, *Oct 2018 – Present*

Utilized SQL, Tableau, and Excel to analyze data, create intuitive dashboards, and establish advanced tracking systems, leading to enhanced cost savings, process efficiency, stakeholder communication, and the attainment of broader business intelligence and data analysis goals.

- Developed comprehensive analytics, reporting, and visualization solutions to identify billing inaccuracies, prompting contract renegotiations and enterprise-wide adoption with the potential to reduce monthly billing by up to 20%.
- Utilized advanced Excel functions and financial modeling techniques to develop accurate and data-driven financial projections, resulting in informed decision-making and improved financial planning processes.
- Collaborated with regional leadership on the proactive maintenance pilot program utilizing robotic process automations, data integration, reporting, and visualization, resulting in reduced trouble calls and company-wide adoption of the program.
- Essential in business analysis, capital planning, budgeting, financial forecasting analysis, and financial oversight of approximately $150M in annual operating and capital expenses.
- Responsible for the management of the day-to-day transactions related to capital appropriation requests, purchase orders, invoices, accrual creation, month-end close activities, variance analysis, and administrative support functions.

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

Implemented advanced data analytics and process automations, collaborating cross-functionally to optimize data extraction, transformation, and analysis. Spearheaded Agile methodology adoption and modernization efforts to enhance project efficiency, streamline workflows, and drive innovation in software engineering, business intelligence, and data analysis.

- Utilized advanced data analytics and process automations to implement several innovative programs used to identify customer payment patterns and trends, resulting in a $40M reduction in bad debt annually.
- Implemented innovative analysis, reporting, and robotic process automation solutions to maximize customer communications while reducing operational costs, resulting in a conservative cash flow impact of $4.3M annually.

PROFESSIONAL EXPERIENCE

(Analytics & Development Manager at Bright House Continued)

- Collaborated with cross-functional teams on an executive steering committee, leveraging modern tools and technologies to extract, transform, analyze, and visualize data, contributing to a significant trouble call reduction YoY.
- 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.

- Designed and implemented automated Non-Pay and Voluntary Disconnect programs reducing unnecessary truck rolls and mitigating legal risk, leading to a reduction in operating expenses of $3.2M per year.
- 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.
- Led the charge in modernizing our data management and reporting systems, unlocking new levels of valuable insights, and empowering key stakeholders to make informed data-driven decisions, resulting in increased productivity and accuracy.
- Transformed billing system automation by integrating an SQL Server backend with a user-friendly web interface for seamless RPA management, leading to a 20% error reduction and heightened operational efficiency.
- Drove process improvements by developing robotic process automation, databases, and websites to monitor and analyze the Tap Audit department's performance, resulting in increased performance and mitigating overall theft of service.

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.

- Developed a full-stack real-time monitoring website integrating data from various sources to efficiently manage and track field tagging work, improving contact rates and impacting cash flow by $8.5M annually.
- Implemented data-driven solutions for reporting and analysis, leveraging SSRS to generate interactive reports, empowering senior management with actionable insights for strategic decision-making.
- 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.
- Developed a data-driven website to optimize workflow processes and enable real-time tracking and management of IT service tickets, resulting in a surge in productivity and streamlined resolution processes.
- Collaborated with cross-functional teams to efficiently gather comprehensive project requirements and design innovative web-based solutions, resulting in a significant reduction in project completion time and delivering exceptional results

EDUCATION & TRAINING

MS Data Science	**Data Science with SQL and Tableau**
Regis University - *Enrolled*	Cornell University
MBA, Information Security	**Google Data Analytics**
Saint Leo University	Coursera
BS Computer Information Systems	**Lean Six Sigma, Yellow Belt**
Saint Leo University	COPC Inc.