GUILLERMO FLORES

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Software Engineer

PROFESSIONAL SUMMARY

Passionate about the power of data and its ability to drive meaningful decisions. With a strong foundation in data analytics, visualization, and managing complex datasets, I'm dedicated to transforming raw data into actionable insights to streamline operations, reduce costs, and empower data-based decision-making. Committed to quickly acquiring new knowledge and eager to make a meaningful impact in a challenging and stimulating setting.

AREAS OF EXPERTISE

- **Data Management** – Tableau, SSRS, PowerBI, SQL, SSIS, Python, SQL Server, Oracle, MySQL, DB2, Teradata, Vantage, Access
- **Advanced Excel** – Pivots, VLookup, Index Match, Sum Ifs, Count Ifs, VBA, Xlookup, Slicer, Sum Product, Power Query
- **Financial Expertise** – Budgets, Forecasts, Variance Analysis, Accruals, Hyperion Essbase, SmartView, SAP S4/HANA, JDE
- **Development** – HTML, CSS, JavaScript, jQuery, PHP, SQL, Bootstrap, React, ASP, VB, Power Automate, Power Apps, GitHub
- **Software / Tools** – Visual Studio, Photoshop, Jira, Salesforce, SharePoint, PowerPoint, Visio, Business Objects, ICOMS, CSG

CAREER HIGHLIGHTS

Lowered Monthly expenses 20% by conducting a thorough analysis of financial data patterns and trends using SQL and data visualization tools.

Reduced Write-offs by $3.9M by identifying payment behavior patterns using advanced SQL queries to rank non-pay customers by likelihood of payment.

Modernized operations by integrating an innovative frontend interface to facilitate seamless interaction with RPA solutions for end-users.

Streamlined financial planning by applying data management processes to budgets, forecasts, month-end reporting, and variance analysis.

PROFESSIONAL EXPERIENCE

Mgr, Business Planning & Analysis, Spectrum, *Oct 2016 - Present*

Conducting extensive data analysis on spending patterns, with a strong focus on identifying areas for improvement and implementing data-driven solutions. Employing advanced analytical techniques, reporting, and data visualization to optimize efficiency and extract valuable insights.

- Led the creation of comprehensive financial reporting, incorporating data collection, integration, cleansing, visualization, and analysis, which successfully identified billing discrepancies and led to a significant 20% reduction in monthly expenses.
- Created and implemented financial models utilizing advanced Excel functions, including but not limited to VLOOKUP, INDEX-MATCH, PivotTables, and complex formulas, resulting in accurate and data-driven financial projections.
- Spearheaded the acquisition and integration of Tableau visualizations, facilitating the creation of dynamic dashboards for tracking project milestones, resulting in a 6% improvement in adherence to SLAs for capital construction projects.
- Identified and resolved gaps in the P2P system through the initiation of an advanced tracking mechanism, systematically identifying and diminishing instances of overlooked transactions to increase the accuracy of financial data and reporting.
- Led the preparation of annual budgets and quarterly forecasting, expertly managing day-to-day financial planning activities including capital planning, purchase orders, invoices, month-end closing, and variance analysis.

Mgr, Analytics & Development, Bright House Networks, *Dec 2015 – Oct 2016*

Directed the development and maintenance of reports, dashboards, robotic process automation, databases, and websites. Ensured alignment with strategic goals, providing guidance and oversight throughout project execution.

- 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, reducing trouble calls by 16% YoY.

PROFESSIONAL EXPERIENCE

(Mgr, Analytics & Development at Bright House Continued)

- Spearheaded 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.
- Headed the recruitment and selection process to build a high-performing analytics team, assessing candidates' technical expertise, cultural fit, and potential for driving innovation and collaboration within the organization.

Business Intelligence Analyst, Bright House Networks, *Aug 2011 – Dec 2015*

Responsible for conducting quantitative analysis of operational data to identify trends and patterns, driving continuous improvements. Proactively identified opportunities to collaborate with cross-functional teams to develop and implement process enhancements and provide valuable insights for executive-level decision-making.

- Implemented 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.
- Initiated the acquisition and setup of SQL Server Integration Services (SSIS) and SQL Server Reporting Services (SSRS), driving improvements in data management, reporting, and visualization capabilities.
- Collaborated with cross-functional teams to identify and address process issues, integrating a SQL Server backend and web-based frontend to view, track, and manage robotic process automations (RPA), resulting in a 20% reduction in errors.
- Presented complex data to senior management in an intuitive and digestible manner by developing visually compelling dashboards and reports using SSRS, enabling leadership to gain actionable insights and make informed business decisions.
- Programmed Excel macros to automate repetitive data processing tasks, saving approximately 10 hours per week and improving overall productivity.

Full-Stack Developer, Bright House Networks, *Mar 2008 – Aug 2011*

Utilized diverse programming languages, frameworks, and technologies to design, enhance, and maintain websites and database applications catering to business requirements. Proficient in writing clean code, conducting thorough testing, and debugging applications for optimal performance. Collaborated closely with stakeholders to ensure timely project delivery.

- Delivered real-time visibility into network performance metrics by collaborating with cross-functional teams to develop a set of KPI dashboards that helped identify and alleviate service outages and in turn reduce trouble calls.
- Created visually appealing dashboards and developed complex SSRS reports using SQL Server, incorporating dynamic parameters and sub-reports to enhance user interactivity.
- Engineered a custom ASP-based ticketing website integrated with SQL Server backend, optimizing workflow efficiency and resulting in a 20% increase in productivity and a more organized resolution process.
- Manipulated and transformed large datasets by developing complex SSIS packages to integrate data from multiple sources, resulting in reduced data processing time, increased data accuracy, and improved efficiency of data analysis workflows.
- Developed a web-based application using ASP and SQL Server to streamline CPE (Customer Premises Equipment) order fulfillment for in-house technicians.

EDUCATION & TRAINING

MBA, Information Security Management
Saint Leo University

B.S., Computer Information Systems
Saint Leo University

Data Science with SQL and Tableau
Cornell University

Google Data Analytics
Coursera – *Enrolled*

Lean Six Sigma, Yellow Belt
COPC Inc.

Situational Leadership II
The Ken Blanchard Companies