Isaac N. Herndon

812-309-3400 ◆ Isaac.Herndon10@gmail.com ◆ isaachdon.github.io

Career Objective

Utilize my education, experience, and passion for data analytics and business intelligence.

Education

Bachelor of Science, Informatics, Indiana University School of Informatics and Computing at IUPUI
Business Minor, Indiana University Kelley School of Business
GPA: 4.0 Graduation: May 2020
Chancellor's Scholar, Highest Distinction

Technical Skills

Programming: SQL, Jinja, JavaScript, HTML, CSS, PHP, PowerShell, Python, R, jQuery, D3, Linux
Data Analysis Concepts: Statistics, Probability, Linear Equations, Programming
Data Analysis Tools: Tableau, dbt Cloud, Snowflake, BigQuery, Dataform, Holistics, Hevo, Make, Hightouch, Microsoft Excel, Microsoft Access, MySQL
Business Applications: Salesforce, SaaSOptics, Quickbooks, Microsoft Word, Microsoft PowerPoint, Microsoft Visio, Microsoft Outlook

Employment Experience

Decimal (Financial Operations Start-up)   **March 2023 – September 2023**
Analytics Engineer
  ▪ Created a series of SQL data models and queries in Dataform and BigQuery to accurately show each customer's monthly recurring revenue based on Salesforce data
  ▪ Created data models to show each customer's monthly activity volume to help executives with repricing decisions
  ▪ Worked with Holistics (BI tool) to create ad hoc reports as needs arose
  ▪ Used Hevo as the data extraction tool to load data into BigQuery
  ▪ Created Make automations to serve as the reverse ETL portion of the data pipeline
  ▪ Used Salesforce and Quickbooks to validate data as needed

Greenlight Guru   **May 2021 – December 2022**
Analytics Engineer (January 2022 – December 2022)
  ▪ Created data models using SQL in dbt for more optimized modeling, testing, and documentation
  ▪ Used SaaSOptics, Salesforce, and Jira to confirm data cleanliness and data accuracy within data models
  ▪ Worked with executives to deliver KPIs suitable for their needs
  ▪ Created a sales forecasting model from Salesforce data for use in Tableau to automate a forward looking perspective into the sales pipeline
  ▪ Continued to manage data sources, workbooks, and views in Tableau Online
  ▪ Created data structures and data models in dbt and Snowflake for new data sources, including Netsuite and Jira
  ▪ Updated Hightouch models and used them to push to syncs such as Slack and SaaSOptics
Business Intelligence Analyst (May 2021 – January 2022)
  ▪ Took part in a business intelligence platform transition from Sisense to Tableau
  ▪ Created data models using SQL within Snowflake for more usable data sources, such as an accurate annual recurring revenue model
  ▪ Created dashboards with varying complexity in Tableau for more insight to the business and to provide information used for business decisions. Worked particularly closely with Customer Success leadership to deliver complex Tableau dashboards specific to their needs
  ▪ Used SaaSOptics reports to confirm data model accuracy and ensure data cleanliness

Naval Surface Warfare Center, Crane Division   **August 2020 – May 2021**
IT Specialist (InfoSec)
- Secret Security Clearance
- Supported Cybersecurity efforts
- Security+ Certification training program
- Server Management / Patch Management:
    - Created SCCM Patches
    - Windows Server 2012, Windows Server 2016
    - Red Hat Enterprise Linux
    - Vulnerability Scanning
- Assigned to a Machine Learning project

Ivy Tech Community College   **June - August 2019**
College Internship: Application Support/Business Intelligence
- Help desk monitoring, troubleshooting, ticket distribution and follow-up
- Document repository management through scanning and indexing
- Shadowed BI data strategy projects
- Shadowed SQL script development

Kimball Electronics, Inc.   **May - August 2018**
College Internship: IT Infrastructure
- Developed Microsoft PowerShell scripts for automating IT processes
- Re-engineered Perl scripts into PowerShell scripts
- Developed PowerShell scripts to integrate with SharePoint Online and Active Directory

Kimball International, Inc.   **June - August 2017**
Pre-College IT Associate: Networking Infrastructure
- Diagrammed the network infrastructure in Microsoft Visio
- Installed and configured Cisco switches throughout the organization
- Disabled and removed dated switches and equipment

Kimball International, Inc.   **June - September 2016**
High School IT Associate: IT Infrastructure
- Laptop configuration and installation
- Software and hardware installation and troubleshooting

Achievements
IUPUI SOIC Chancellor's Scholar, Class of 2020 (Highest Cumulative GPA) 2020
Nominated for IUPUI Top 100 Outstanding Students 2019
IUPUI School of Informatics and Computing Dean's List 2017-2020
IUPUI Distinguished Scholarship 2017-2020
Kimball International Academic Honors Scholarship 2017, 2019