

BUSINESS ANALYST/DATA ANALYST

Experience

Business Analyst/Data Analyst , 11/2017 to Current

Caterpillar â€œ Broussard , LA

- Work with Serviceability strategy team to evaluate and enhance the performance of the Serviceability Department.
- Analyzed massive and highly complex data sets, performing ad-hoc analysis and data manipulation using MS Excel and Oracle SQL.
- Wrote reports using MS Excel to extract data for analysis using filters based on the analysis.
- Worked on complex information model, logical relationships, and the data structures that support different departments.

IT Analyst , 01/2016 to 11/2017

First Tech Credit Union â€œ Seattle , WA

- Responsible for assisting customers with network difficulties.
- Perform analysis on complex technical issues over the phone and using our troubleshooting process.
- Helped identify recurring technical issues.

Collector , 11/2009 to 12/2015

US Bank â€œ City , STATE

- Consulted clients as part of US Bank's financial analysis team.
- Reviewed process paperwork for collections to ensure compliance to standards and specifications on past due clients.
- Documented results of contact and payments, and wrote reports and prepared required documents using our billing systems.
- Communicated with clients to arrange payment options and responded to questions and concerns.
- Assisted additional staff with collections process and effective communication with clients.
- Examined client records to remain in compliance with policies and procedures to ensure uniform standards.

Business Analyst/Data Analyst , 08/2007 to 08/2009

Encore â€œ City , STATE

- Directed organization charged with collections on past due accounts from customers.
- Administered, interpreted, and explained policies, rules, regulations, and laws to customers and staff.
- Developed, planned, organized, and administered policies and procedures for organization to ensure administrative and operational objectives were met.
- Directed and coordinated activities of workers in organization to ensure continuing operations and increase productivity.
- Developed, directed, and coordinated meetings, training, and evaluation of staff personnel.
- Established and maintained comprehensive and current record keeping system of activities and operational procedures to track client accounts and increase collections.
- Notable for improving operational performance through effective communication.
- 2 years of analyst experience.
- Developed monthly reports using MS Excel.

Work History

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Accomplishments

- Worked with ERP systems, primarily Kronos (to manage schedule), PeopleSoft (used for HR functions and other payroll functions) and Panorama (used to access a variety of internal applications).
- Have experience exporting reports to Access or Excel.
- Basic understanding of Object Oriented programming.
- Have experience using Microstrategy BI (used to pull calling data for reports and also used to pull schedule adherence for reports).

Education

B.S : Information Systems Liberty University

Summary

• Business Data Analyst with specializing in financial data analysis WHO I KNOW (Referrals/Recommendations) Mike Nenninger (US Bank Customer Support Manager): Mike and I have known each other for 10 years and used to work together at US Bank. Endorsement (from Mike Nenninger): I can attest to this candidate's work ethic, drive and integrity. If hired, they would be an excellent addition to your team. Clydell Coates (Charter Communications Customer Service Manager): Clydell and I have known each other for 10 years and used to work together at US Bank and Charter Spectrum. Endorsement (from Clydell Coates): His colleagues recognize him as an expert in all things we support, and they often go to him with questions Robin Wilkes (Charter Communications Serviceability Supervisor): Robin and I have known each other for 2 years and have worked together at Charter Spectrum. Endorsement (from Robin Wilkes): It's not just his technical skills that impress me, however. Kevin is a joy to work with because of his amazingly positive attitude and persistent work ethic. Evelyn Cotton-Rodgers (Serviceability Supervisor): Evelyn and I have known each other for 2 years and have worked together at Charter Spectrum. Endorsement (from Evelyn Cotton-Rodgers): I have always found him to be an organized and talented individual. His skills and character would make him perfect for the Data Analyst role at your company. SUMMARY OF QUALIFICATIONS

- Over 4 years of IT experience as Business Systems Analyst/Data Analyst including project planning and management, software analysis.
- Extensive knowledge of financials including amortization, debt securities.
- Understands appropriate IT controls required to achieve Sarbanes-Oxley (SOX) compliance.
- Ability to meet deadlines and handle pressure coordinating multiple tasks.
- Demonstrated strong interpersonal skills with the ability to work effectively with upper management and excellent leadership skills in motivating others.
- Extensive experience doing queries and designing reports in an SQL environment.

Highlights

- MS Excel, MS Power Point, MS Project.
- Databases: MS Access, Oracle 12i, SQL Server 2000.
- Operating Systems: Windows 98/2000/ME/NT/XP, Mac OS.
- Languages: SQL
- Reporting tools: Micro strategy, Business Objects
- Administrative
- Ad
- Analyst
- Billing systems
- Business Objects
- Client
- Clients
- Databases
- Financial analysis
- Mac OS
- Meetings
- MS Access
- MS Excel
- MS Power Point
- MS Project
- SQL Server 2000
- 2000
- Windows 98
- NT
- Micro strategy
- Network
- Operating Systems
- Oracle
- Oracle SQL
- Personnel
- Policies
- Record keeping
- Reporting
- SQL
- Strategy
- Phone
- Troubleshooting

Skills

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- Languages: SQL
- Reporting tools: Micro strategy, Business Objects,
- Administrative, ad, analyst, billing systems, Business Objects, client, clients, Databases, financial analysis, Mac OS, meetings, MS Access, MS Excel, MS Power Point, MS Project, SQL Server 2000, 2000, Windows 98, NT, Micro strategy, network, Operating Systems, Oracle, Oracle SQL, personnel, policies, record keeping, Reporting, SQL, strategy, phone, troubleshooting