MARK A. TORNGA

mtornga@gmail.com · (616) 634-8165 · Ballwin, MO

EXPERIENCE

Core & Main | St. Louis, MO
Senior Manager, Data Analytics | 2025 – Current
Manager, Data Analytics | 2023 – 2025

- **Built and led a high-performing analytics team:** Hired five top-tier analysts, reorganized with a new supervisor role, and achieved 100% net retention (one boomerang hire) while other departments struggled with turnover.
- **Modernized analytics delivery model:** Transitioned from ad-hoc SmartSheets and Excel tracking to Agile sprint planning in Azure DevOps, instilling a developer/analytic-engineer mindset with epics, features, and tasks.
- **Delivered enterprise BI transformation:** Partnered with CFO and CIO to establish a Microsoft Fabric–based Enterprise Data Warehouse feeding governed Power BI semantic models. Achieved 1,400 monthly active users across Finance, Operations, Sales, and Accounting—scaling analytics maturity by a decade in under two years during a major ERP migration.
- **Owned the BI & analytics roadmap**: Guided transition from fragmented reporting tools (Excel, ShowCase, ThoughtSpot, Alteryx) to a unified **Microsoft Fabric + Power BI enterprise stack**, enabling consistent, governed analytics across all ERPs.
- **Optimized costs and governance:** Engineered cost-per-click reporting by aligning Fabric compute usage with Power BI activity; implemented strict semantic model governance to unify financial and operational reporting.
- **Pioneered applied AI at scale:** Launched five production AI projects using Azure AI Foundry and OpenAI models. Flagship project generated $1.5M in won deals at <$5 AI cost, earning presentation to the Board as the company's first applied AI success. Additional projects automated enrichment/cleanup, freed up one FTE, and gamified AI learning for associates.
- **Reduced ad-hoc reporting demand:** Built multi-ERP semantic models covering Sales, Purchasing, Inventory, General Ledger, and Bids, enabling self-service analytics for hundreds of analysts and managers.
- **Advanced data culture:** Delivered Excel and Power BI training to hundreds of associates via live sessions, webinars, and Workday Learning; designed Power BI solutions for branch scorecards, sales rep performance, bid tracking, credit management, and more, netting 700 monthly active users.
- **Established usage transparency:** Engineered tracking of BI tool adoption (Power BI, Alteryx, ThoughtSpot, Report2Web, Sales Insight) mapped against the org chart, identifying training opportunities and expanding adoption.

Slalom, Inc | St. Louis, MO
Senior Consultant | 2018 – 2023

- Delivered rapid and valuable solutions to 8 unique clients across 18 engagements in industries including financial services, communications, energy, and healthcare
- Partnered with Vice Presidents, Chief Information Security Officers, and functional stakeholders to discover business drivers and architect appropriate data solutions
- Received significant exposure to practices in Distributed Computing, Cybersecurity, Networking, DevSecOps, DataOps, Agile Development, Change Management, Delivery Leadership, Infrastructure as Code, & Data Governance
- Architected solutions through requirement elicitation, data flow diagramming, alignment to business strategy, scope management, data sourcing & integration, metric design, documentation, and visualization
- Designated a 2020 Slalom-Tableau Rockstar by both organizations for championing Tableau across accounts, with specific recognition for spearheading a four-day Data & Analytics week with hundreds of virtual attendees
- Frequently composed and delivered impactful webinars including presentations on designing effective dashboards, Tableau dashboard performance tuning, and exploring relationship models in Tableau
- Led team to a first place result in the 2023 Slalom Data & Analytics Hackathon with a Python, Google Maps API, BigQuery, and Tableau solution

Project Highlights

Cybersecurity Risk Metrics

- Developed a CS program status and performance dashboard using Tableau and Alteryx for the Board of Directors and CISO of a $16B global insurance company
- Conducted workshops with 10 different functional groups to brainstorm and design 22 unique risk metrics aligned to organizational controls and the NIST Cybersecurity Framework

- Managed transition from a manual, email-driven process to one in which data is pulled directly from sources of truth creating opportunities for deeper analyses and a higher degree of transparency
- Automated the collection of 41 metrics from 16 distinct data sources (e.g. Splunk, Workday, Proofpoint) into a suite of dashboards used to drive action and minimize organizational risk

Insurance Claims Backlog
- Designed and implemented SQL solutions to identify, categorize, and resolve millions of dollars of unpaid medical claims for a Fortune 50 health insurer
- Reduced the claims backlog from 23,000 to 8,000 with a highly accelerated path towards zero in a 90-day engagement
- Paired with a client-side business rules expert to create an automated, live flowchart showing the pending claims divided into 22 types with the ability to export and mass-resolve the claims
- Feedback from the client on the effectiveness of the solutions: "I don't think we could have ever gotten out from underneath these without this work"

Unyson Logistics | St. Louis, MO
Manager, Business Intelligence Analyst | 2016-2018
- Managed the recruitment, hiring, training, workload, and mentorship of a maximum headcount of 11 analysts
- Designed curriculum and educated technical and non-technical audiences in the subjects of SQL, Excel, Tableau, Alteryx, and SAP BusinessObjects
- Assisted in the implementation and migration to Oracle Transportation Management (OTM) from IBM Transportation Management System (TM)
- Collected, cleaned, and transformed data into valuable reports, one of which has been a critical piece of a retailer's cross-docking operation and has been used daily, without alteration, for over five years
- Worked with internal and external customers to customize and design dashboards and visual analytics for all operating groups utilizing Tableau

EXPERTISE

- Tableau Desktop/Server
- Power BI Desktop/Service
- Microsoft Fabric
- Azure AI Foundry
- Alteryx Designer/Server
- Google Cloud Platform
- SQL
- Python
- Docker
- Terraform
- Looker
- Airflow
- Snowflake
- DBT
- Traditional/NoSQL/Cloud Databases
- REST APIs
- Git, GitHub, Azure DevOps

EDUCATION AND CERTIFICATIONS

Michigan State University, East Lansing, MI
Bachelor of Arts, Supply Chain Management

Saint Louis University, St. Louis, MO
Data Analytics Certification

Industry Certifications
- AWS Certified Solutions Architect – Associate (2021)
- Tableau Certified Associate Consultant (2020)
- Astronomer Certification for Apache Airflow Fundamentals (2021)
- Microsoft Azure Fundamentals (2020)

Client Lead @ Slalom

"I know the last couple of weeks have been a bit of a grind but you have absolutely crushed it on the [removed] Security Dashboard project. To develop a board level presentation for a $15B company in two weeks, that is focused on subject matter that you were unfamiliar with, is no small feat. You have gained the trust and respect of everyone you have worked with while also expanding your own understanding of a very complex situation and organization. You value and demonstrate clear communication, effective collaboration and hard work, all of which will enable our success on this project."

Senior Principal @ Slalom

"Mark was instrumental to the work done on the [removed] Batch Analytics project, and he was the primary driver for the additional extension requested by the client to continue his work. Time and time again Mark showed up to client meetings, navigated the complex business challenges, and drove the conversations to a meaningful outcome.

The client landscape wasn't simple, and the expectations for Slalom were high. Mark constantly adapted to the changing landscape and was always willing to meet the client where they were, with the challenges they had, and offer solutions. Many conversations started out with an unknown difficult problem, and I saw Mark take charge and lead the conversation to an actionable resolution. Despite the continual increased scope from the client, Mark's attitude was always one for trying to provide solutions and meeting the client where they were. I heard him frequently mention things like, "I've been where they are, and it sucks. They're just trying to get out from being buried in their problems", and then go forward and work like crazy to help out these teams.

By the end of the engagement, one of our toughest stakeholders was willing to give up their trusted databases, reports, and processes they had prior been used to, and instead adopt all the work Mark developed; All during a challenging period where their team was buried in more work than ever before. Many people had expressed that this client was difficult to work with, but by the end the stakeholder was saying things like, "I wish we were able to keep Mark around a little longer", and "[to the client's internal team] Are you sure you guys are going to be able to continue his [Mark's] work? And in the same timeline?". Even that individual's boss (the VP) was expressing "This was great. I wish we had enough funding to keep you around even longer".

We were able to directly see the impact of Mark's work over the last few months in the number of open 'NQ Pend' service tickets. We were able to watch this team's backlog shrink from 23,000 active daily backlog tickets all the way down to 8k. To quote the client again, 'I don't think we could have ever gotten out from underneath these without this work.'"

Solution Owner @ Slalom

"To steal from [client lead]'s words, Mark is a "true professional", which to me means that he is responsible, a self-starter, and an expert in his field. During the BI Rationalization project at [removed], he was able to flex in training facilitation, dashboard rebuild, and he made an impact with the Tableau Admin group. He is calm and confident when asked questions and presents material naturally and with ease. His ability to answer questions made him a favorite of a few of our most inquisitive client employees. He is a great team member and is always willing to help someone else when they run into challenges in Tableau design. I am going to miss the humor and intellect that he brought to our team."

Global Partner Alliance Manager @ Slalom

"This July, Slalom executed a weeklong analytics webinar for one of the leading companies in STL and all of Slalom, [removed]. Originally the webinar attendance goal was approximately 50, however, over 420 unique individuals (and 350 each day minimum) attended. Mark led this endeavor in tight partnership with the client and Tableau.

As a result of these efforts, demand for analytics and data visualization using Tableau is growing exponentially, millions will be saved in licensing and other costs, and the client is beginning to get more value from its data."

Senior Delivery Principal @ Slalom

"I had the chance to work with Mark at [removed] for the first 4 months of 2020. It was one of the most positive experiences I've had at Slalom.

What stands out most about Mark is his poise in tough situations. On more than one occasion during a late night deployment, something went wrong. As we worked through solution after solution and the frustration grew, Mark was always a voice of calm. His composure under pressure translated into client confidence in Slalom's work. We delivered better because of Mark.

Mark is someone who puts people first. I would be hard pressed to try to count the number of times I saw him reach out to team members to help them learn and grow technically and professionally. He is also quick to give thoughtful feedback in a disarming, polite way. It's obvious working with Mark how much he cares about helping others.

And this all says nothing of his technical skills. I'm comfortable saying there is not a problem you could put in front of Mark that he couldn't figure out. He learned Ansible in the course of delivering on a SOW which we sold based on our ability to use Ansible!

If I were putting together a team for a D&A project, there's no question I'd want it to include Mark."