**NICHOLAS WHITE**

Tempe, Arizona

[lostipod12@gmail.com](mailto:lostipod12@gmail.com)

480 231 0292

<https://www.linkedin.com/in/nicholas-white-3660588a/>

I am a data and IT professional with over 20 years professional experience broad range of technology fields. My two most recent positions have been in data and technology roles in health insurance and higher education. I have worked with health, education, human resource, and finance data.

I am looking to find a senior-manager role in business intelligence/analytics, or a management role with reports where I can ‘lead from the front’ and still work with my team on projects.

I am an extrovert who gets energised by working with people. I am not afraid to walk into a room of leadership to conduct a data-discovery session, or bring together a team of Systems Analysts for an ideation session.

**EDUCATION & PROFESSIONAL DEVELOPMENT**

**Master of Science, Business Analytics** Arizona State University 2019

**Bachelor of Arts, French Literature**  Arizona State University 1999

Tableau Data Analyst 2023

Alteryx Advanced Certification 2021

Six Sigma, Yellow Belt Ira A. Fulton School of Engineering 2018

**CAREER HISTORY**

**October 2021 – Present Aetna Inc.**, Hartford Connecticut

**Senior Manager of Informatics**

Aetna Inc. is a large provider of health insurance products in the United States. I am the sole developer for the Quality Compliance Excellence department (QCE), where I develop data solutions for a team of audit nurses.

* Automate data processes using advanced data tools (Alteryx, Python)
* Develop tools used by regulatory and licensure teams to assist with internal, state and federal audits
* Reduce team’s time spent doing ‘Excel gymnastics’ from hours/days/weeks down to minutes
* Improve existing audit processes by increasing speed of data processing, reducing errors and reviews, and improving the reliability of reports
* Develop ETL processes, migrate data from data warehouses (Hadoop, DB2) and 3rd party data vendor APIs into Quickbase
* Work with leadership on developing a culture of thinking of how to automate data and other daily processes
* Develop control dashboards to monitor data pipelines (Tableau, Power BI)
* Establish working relationship between enterprise reporting and the QCE department
* Project valuation for project managers
* Build tools which communicate with 3rd party vendors through their API (Swagger/RESTful)

**August 2019 – January 2022 Arizona State University,** Tempe, Arizona

**Business Intelligence Analyst W. P. Carey School of Business**

W. P. Carey School of Business is a world-renowned business school at Arizona State University. I was a Business Intelligence Analyst in the Business Intelligence Department, Technology Services Office, where I developed data tools and supported the data needs of the college. I was asked to make lateral move into BI after completing the MSBA program.

* Completed standard BI tasks: ad-hoc and scheduled reporting, visualisation, and analytics
* Developed an in-house suite of student alumni dashboards and reports, which reduced the college’s dependency on a third-party for reports and analytics tools
* Played part in a large data warehouse migration team (Oracle -> AWS Redshift)
* Managed the transfer of queries between the local legacy enterprise reporting tool (Hyperion) and a modern enterprise reporting tool (Oracle Studio) in Amazon Workspaces
* Re-engineered stored procedures in SSIS to function inside Alteryx Gallery
* Managed infrastructure projects for research departments (on-premise, AWS)
* Worked with college leadership (dean, associate dean, director) on data strategies and best practices
* Worked with departments (Marketing/Communication, Admissions, Career, Student Services) on data tools and strategies
* Gave presentations at ASU Data Conferences and user group meetings to share use cases with wider ASU data community
* Managed Salesforce Release updates on college’s Salesforce Org
* Project managed data pulls and analytics for annual business publication rankings (U.S. News & World Report, The Economist, Financial Times)

**October 2007 – August 2019 Arizona State University,** Tempe, Arizona

**Senior Systems Analyst W. P. Carey School of Business**

At the W. P. Carey School of Business, I was a Senior Systems Analyst in the Classroom Technology/Graduate Student Support Department, where I supported the data and technical needs of the Executive MBA program. I also managed a small team of Systems Support Analysts (SSA) and student workers to work on classroom technology improvement projects.

* Dedicated technical support point of contact for EMBA program
* Designed statistics and marketing simulations with professors. Gave presentations on simulations, developed training materials, worked with students on course work.
* Designed machine learning, data mining, and data visualisation exercises using Python, SAS Enterprise Miner, Tableau, Azure ML, Watson
* Managed team of SSAs and student workers dedicated to supporting and improving AV technology in classrooms
* Developed strategies for improving audio technology in buildings
* Led a large project where the department replaced legacy hardware lecture capture systems in classrooms with Zoom
* Managed data subscriptions (WRDS, CRSP, Research Insight), provisioned accounts
* Managed Graduate Student and Classroom Help Desk, Tier I and Tier II support
* Maintained student worker scheduling software (PHP/MySQL)

**September 2003 – October 2007 Dobson High School,** Mesa, Arizona

**Chair, Audio-Visual Department**

Dobson High School is a secondary school of 3000 students in the state’s largest school district, Mesa Public Schools. I ran the Audio-Visual Department for 4 years. I had 2 direct-reports and 10 student workers. The department oversaw the technical needs of the school, focusing on audio and video content delivery into the classrooms, student organisations, clubs, and the athletics department. I also supporting the IT needs of teachers and staff, and acted as IT Liaison with the district’s central IT department.

**May 2001 – April 2003 Syntrillium Software Inc.,** Scottsdale, Arizona

**Quality Assurance Engineer**

Syntrillium Software, Inc. developed Cool Edit Pro (later Adobe Audition), a professional audio waveform and multitrack production tool. I was on a team of engineers who designed and executed regression test cases designed to stress or crash the software while it was in development. Cool Edit Pro was purchased by Adobe Software Systems, Inc. in March 2003, and the company was dissolved.

**SKILLS AND SOFTWARE**

|  |
| --- |
| API communication (Swagger/RESTful) |
| Audio DSP programming (Symetrix, BiAmp) |
| Commercial AV integration |
| Dashboards |
| Data analysis |
| Data automation |
| Data migration |
| Data Modelling |
| Direct-report employee management |
| ETL |
| Lecture/presentations |
| Machine learning |
| Project Management |
| Relational Databases |
| Reporting |
| SQL |
| Technical drawings |
| Video switcher programming (Crestron, Extron, AMX) |
| Web development (HTML/CSS/JS, PHP, MySQL) |

Alteryx

AWS (Core: EC2, S3, RDP, WorkSpaces, IAM)

Azure ML

Jira/Confluence

Microsoft Office (Excel, PowerPoint, Word)

Python

SAS (Core 9.2, Enterprise Miner)

MSSQL, SSIS

Tableau

VBA

Watson

**DATA DOMAINS**

University (governed by [FERPA](https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html)):

Student (academic and demographic)

Academic program data

Faculty (academic and demographic)

Research and publication

Health Insurance (governed by [HIPPA](https://www.hhs.gov/hipaa/index.html)):

Clinical decision records and notes

Nurse and medical director licensure

Mental Health Parity