

NICHOLAS DeCHANT

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A skilled individual with solid analytical experience and 5+ years working as a customer service and consulting professional. Currently a Loyalty Data Analyst for Paccar Parts division. Areas of expertise include writing advanced SQL, data preparation in Alteryx and Tableau Prep, developing innovative Tableau Dashboards, and general analytics.

WORK EXPERIENCE

Retail Promotions Analyst, PACCAR Parts

March 2021 - Current

- Develop advanced real-time data analytics tools for reporting customer and dealer loyalty metrics.
 - Query Snowflake database to gather loyalty data and develop dashboards for use by Paccar on Tableau Server.
 - Created YTD/PYTD performance Tableau dashboards for Membership Signups and Redemption Summaries.
- Provide expertise on the loyalty program and present information to internal and external clients.
 - Conduct monthly WebEx seminars for Loyalty program updates to Kenworth and Peterbilt dealers.
 - Provide training for Parts and Sales Managers on how to utilize the loyalty program and increase sales.
- Analyze and solve technical business and customer issues within the loyalty system.
 - Assist dealers with issues such as payment discrepancies, problems on business systems, and reporting.
 - Communicate with Product Marketing team to correct and update coupon offer information.
- Maintain coupon database, promotional data, and offer flyers for dealers across US/CA/MX/LATAM.
 - Ensure all offer data is accurate, prepare excel parts files and flyers, and upload monthly to dealer website.
- Coordinate and assist integrating dealer business systems for embedded customer loyalty.
 - Consult with developers to add Loyalty functionality and capability on multiple Point of Sales business systems.

Guest Services Associate, Hilton

June 2017 – April 2020

- Create reservations, check-in guests, and ensure all guests requests are achieved accordingly.
- Arrange transportation services for guests to local businesses, restaurants, and airport.
- Maintain top tier customer service and a high level of professionalism in a team environment.

Support Manager, DCS Inc.

March 2015 - January 2017

- Assisted with Close-Range Photogrammetry workshops, provided by DCS at customer's facilities.
- Trained clients with photogrammetric software and provided maintenance services.
- Provided software technical support to customers, and webmaster for the company website.

TECHNOLOGIES and SKILLS

Programming: SQL, Java, Python, R, PHP, JavaScript, HTML5, CSS3, JSON

Software: Tableau, Tableau Server, Tableau Prep, Alteryx, Snowflake, SQL Server, MongoDB Compass, Rstudio

CERTIFICATIONS

Alteryx Designer Core | Alteryx | September 2020

Tableau Desktop Specialist | Tableau Software | February 2020

Exam 98-364: Database Fundamentals | Microsoft | July 2019

EDUCATION

BA, Mathematics

University of Washington

Fall 2011 - Spring 2015

Certificate of Business Intelligence

Bellevue College

Fall 2018 - Spring 2020