NICHOLAS DeCHANT

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A technically skilled individual with solid data experience and 5+ years working as a customer service and consulting professional. Current Loyalty Data Analyst for Paccar Parts division. Areas of expertise include writing advanced SQL, data preparation in Alteryx and Tableau Prep, developing Tableau Dashboards for Loyalty KPi reporting and deploying to Tableau Server for division-wide usage, administering SQL Server and Snowflake databases, and general analytics.

WORK EXPERIENCE

Retail Promotions Analyst, PACCAR Parts   *March 2021 - Current*
- Develop advanced live data analytics products 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.
  - Match Tableau calculations, data, and visuals to exact reports provided by Bond Brand Loyalty vendor.
- 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, offer redemptions, and reporting.
  - Communicate with Product Marketing team to correct and often 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 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   *Fall 2011 - Spring 2015*
University of Washington

Certificate of Business Intelligence   *Fall 2018 - Spring 2020*
Bellevue College