

# NIKKI ZAND

1213 Race Street, Philadelphia, PA 19104 · 484-797-6999 · nzand54@gmail.com · github.com/nzand54

## EXPERIENCE

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### COMCAST NBCUNIVERSAL, CORE FINANCE ROTATIONAL PROGRAM

*Rotation 3: Comcast Corporation, Customer Experience & Insights – Philadelphia, PA* January 2019 – July 2019

- Prepared weekly Net Promoter Score (NPS) report, a summary of customer satisfaction performance surveys across regions and types of services; used SQL to assist with the implementation and transition to new analysis and template
- Created project management framework and process template to define data governance survey checklist for survey monitoring

*Rotation 2: Comcast Corporation, Xfinity Home FP&A – Philadelphia, PA*

August 2018 – January 2019

- Managed wholesale P&L, 30MM, included monthly revenue recognition, billing management and budget variance analysis
- Resolved Revenue Accounting Reconciliation, working with vendors and accounting team, lowering bad debt outstanding on P&L from 1.4MM to 150k.
- Created the X-Fi revenue model for the BAC team, laying assumptions to facilitate budgeting and capturing actuals

*Rotation 1: NBCUniversal Production Finance, Operations & Technology - New York, NY*

July 2017 –

August 2018

- Utilized SAP systems to assist with forecasting, budgeting, long range planning, and pacing labor expenses, ~100MM, for the NBC Big Seven Line-Up (Tonight Show, Late Night, SNL, MSNBC, Nightly, Today, Megyn Kelly) and conducted ad hoc labor expense analysis to reflect real time updates
- Created the Travel and Expense Analysis framework; an automated excel sheet using VBAs that requires only 30 minutes of work versus the previous 2 hour methodology
- Launched the O&T Tableau platform, used by Operators to provide real time information about show related expense reporting by working cross-functionally with technology leads to ensure data validation and summary

### GOLDMAN SACHS

San Francisco, CA

*Financial Analyst*

March 2016 – September 2016

- Created weekly portfolio reviews, stock performance analyses, external investment reports, and wealth projections for an 18-member Private Wealth Management team that consistently performed among the top five teams globally
- Automated the Asset Allocation Analysis, a report and visual created on Excel using an internal database, optimizing the process from four hours to two hours
- Recommended and implemented weekly Project Status Report, a new communication methodology within the Financial Investment Professional (FIP) team that creates transparency and reduces inefficiency among team members

### COMCAST CORPORATION

Philadelphia, PA

*Business Analyst*

March 2015 – August

2015

- Tracked multi-million dollar budget to actuals and roadmaps for the Commercial Billing and Customer Services Databases
- Designed a Visio process template that serves as the standard for the Business Services Repository processes and documented the Credits and Collections visual to assist agents at call centers
- Developed methodology for tracking the effectiveness of Interactive Troubleshooting Guides (ITGs) at customer care centers by leveraging front line agents and Oracle Business Intelligence analytics to identify customer service performance

### SAP AMERICAS, INC.

Newtown Square, PA

*Financial Analyst*

March 2014 – September 2014

- Prepared reports for Recruiting, Legal and Mergers & Acquisitions during month end close with SAP systems
- Executed telecommunication related journal entries, inter-company invoicing, expense accruals, and internal allocations on a daily basis in order to analyze employee mobile expense reports
- Oversaw international business tax process for over 2,000 employees traveling to Canada through a weekly trip analysis and worked in tandem with the Canadian Revenue Agency to facilitate tax returns

## PROJECT

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### Project Management Institute

Newtown Square, PA

*PMI Research and Education Conference*

June 2013 – August 2014

- Presented at PMI's Research and Education Conference in Portland, Oregon and won best poster among doctoral students
- Researched under LeBow's Associate Dean of Research in conjunction with PMI to distinguish the common characteristics of accepted project management research proposals and created statistical evaluations of empirical and theoretical research topics

## EDUCATION

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### University of Pennsylvania

Philadelphia, PA

Full Stack Web Development

January 2019 –

Present

*Rigorous 1000+ hour full-stack web development course. Covered technologies and topics include: HTML5, CSS3, JavaScript, Java, jQuery, APIs, AJAX, Firebase, Node.js, Express.js, React.js, Bookshelf.js, Algorithms, Database Theory, MySQL, MongoDB, Handlebars, MVC Design Pattern, Bootstrap, Responsive Design, Command Line, and Git*

### Drexel University, LeBow College of Business & Pennoni Honors College

Philadelphia, PA

Bachelor of Science in Business Administration

Graduation: March 2017

Major: Finance

**Cumulative GPA: 3.88**