**DELINTA K. BAYLOR**

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**SUMMARY OF QUALIFICATIONS**

* Problem solving/troubleshooting skills
* Knowledge of Meditech
* Experience with NPR Report Writing
* Experience with SQL Database
* Knowledge of different ETL tools (PL/SQL, SSIS, T-SQL, Data Migrator
* Experience with SSRS Report Builder
* Experience with Teradata SQL Reporting
* Experience with Toad Data Point
* Experience working through ETL Process
* Advanced MS Excel Experience
* Advanced knowledge of Remote Desktop
* Experience with creating custom bi-directional interfaces between MEDITECH and other hospital systems using VB, Magic, and other programming languages.
* Knowledge of HL7 messages (Type and Format)
* Experience with Visual Basic, VB Script or similar language (PowerShell, JavaScript, Auto Hotkey, AutoIt)
* Healthcare programming experience
* Experience in Software Implementation
* Experience in server validation
* Software quality assurance testing
* Familiar with Active Directory (Windows Accounts)
* Experience with ODBC
* Experience with Crystal Reports
* Advanced knowledge in A/V equipment (LCD, DLP, and CRT projection systems), HDTV vs. SD, internet, and other electronic hardware.
* Knowledge of theatre house sound systems.
* Focuses on delivering business solutions. Has strong technical skills and picks up new technologies fastly.
* Very organized, ability to multitask, detail-oriented.
* Proficient in numerous MS Office Applications.
* Experience in HTML Programming
* McAfee DLP

**PROFESSIONAL EXPERIENCE**

***Business Intelligence Developer* August 2016 – Present**

**Bank of America** Dallas, Texas

* Makes recommendations based on data analysis that may have performance and financial impacts to the company
* Use complex computer programs to mine data sources and look for trends.
* Effectively works with cross-functional teams and establishes strong relationships with key members of the Compliance Operations team
* Manually combine data elements to create compliance to track performance
* Generate Performance Reports daily, weekly and monthly and promptly distribute to all business owners and the executive management team in a timely manner.
* Interpret data, extract trends and identify insights
* Proactively provide timely feedback to the management team whenever key metrics and measurements exceed the acceptable parameters.
* Attends and contributes to meetings/calls with internal and external business partners
* Designing and plan BI solutions
* Writing relational and multidimensional database queries
* Configuring, deploying and maintaining database servers
* Experience with Data Extraction, Transformation and Loading (ETL) from different data sources like DB2,Oracle, MS SQL Server etc.
* Experienced with different Relational databases like Teradata, Oracle and SQL Server.
* Experienced working on large volume of Data using Teradata SQL
* Responsible for Analyzing report requirements and developing the reports by writing Teradata SQL Queries and using MS Excel
* Wrote several Teradata SQL Queries using Teradata SQL Assistant for Ad Hoc Data Pull request.
* Used Joins like Inner Joins, Outer joins while creating tables from multiple tables.
* Utilized ODBC for connectivity to Teradata via MS Excel to retrieve automatically from Teradata Database.
* Designed & developed various Ad hoc reports for different teams in Business (Teradata and Oracle SQL, MS ACCESS, MS EXCEL)
* Created pivot tables in Excel by getting data from Teradata and Oracle.
* Support the migration of ongoing responsibility for extraction and delivery of testing samples from Test Execution resources to the centralized Sampling team.
* Accountable for quality testing execution, reporting and analysis of results.
* Participate in test script development and test design.
* Other duties as assigned

***Business/Data Analyst* February 2016 – August 2016**

**AT&T** Plano, Texas

* Makes recommendations based on data analysis that may have performance and financial impacts to the company
* Works closely with sales partner KPIs and service-level agreements while seeking out opportunities to improve metric performance
* Effectively works with cross-functional teams and establishes strong relationships with key members of the Sales Marketing Operations team
* Manually combine data elements to create scorecards to track performance for sales center programs
* Generate call center Performance Reports daily, weekly and monthly and promptly distribute to all business owners and the executive management team in a timely manner.
* Coordinate closely with call center vendors to gain access to data and ensure data integrity, identify any inconsistencies with the data and escalate issues appropriately
* Proactively provide timely feedback to the management team whenever key metrics and measurements exceed the acceptable parameters.
* Attends and contributes to meetings/calls with internal and external business partners
* Experience and proficiency in preparing planning documents and written reports.
* Ability to produce high quality requirement specifications to support ERP functional design development.
* Writes detailed functional test plans to ensure system changes work properly, existing processes remain unaffected, and the needs of the users are met.
* Creates scripts for training all internal users, support personnel, and external customers on ERP system changes and new procedures.
* Played key role in problem solving, interacting with Business Analysts and minimizing manual intervention.
* Experienced with different Relational databases like Teradata, Oracle and SQL Server.
* Experienced working on large volume of Data using Teradata SQL
* Responsible for Analyzing report requirements and developing the reports by writing Teradata SQL Queries and using MS Excel
* Wrote several Teradata SQL Queries using Teradata SQL Assistant for Ad Hoc Data Pull request.
* Used Joins like Inner Joins, Outer joins while creating tables from multiple tables.
* Utilized ODBC for connectivity to Teradata via MS Excel to retrieve automatically from Teradata Database.
* Designed & developed various Ad hoc reports for different teams in Business (Teradata and Oracle SQL, MS ACCESS, MS EXCEL)
* Created pivot tables in Excel by getting data from Teradata and Oracle.
* Other duties as assigned

***Data Inventory Analyst* November 2015 – February 2016**

**City of Arlington** Arlington, Texas

• Perform data retrieval

· Executing ad hoc queries with SSMS (SQL Server) and MS Access for advanced analysis of data and report generation.

· Auditing, modifying and amending data using SQL commands, hand-editing and bulk imports.

· Create reporting

· Ensure all software is collaborating

· Process and analyze data for reports

· Coordinating data to calculate client tax credits, analyzing and adjusting for accuracy.

· Consolidating calculations into presentable templates for review and use by internal and external clients.

· Developing new, and improving existing tools to enhance processing efficiency and accuracy.

Conducts internal application inquiries associated to McAfee DLP compliance controls

Assists in the development of information security policies, procedures, standards, and guidelines based on knowledge of best practices and compliance requirements

Other projects as needed.

***Data Research Analyst* March 2014 – November 2015**

**Ernst & Young** Dallas, Texas

• Programming and developing MS Access databases, which extract raw payroll files, transform payroll data to current system specifications, and export load-ready files for system import.

· Executing ad hoc queries with SSMS (SQL Server) and MS Access for advanced analysis of data and report generation.

· Auditing, modifying and amending data using SQL commands, hand-editing and bulk imports.

· Perform scrubs of payroll files to help others determine potential for additional tax credit opportunities

Utilizing MS Access databases and MS Excel files to extract payroll data for tax credit-eligible employees of WOTC clients.

· Utilizing proprietary system to identify client employees deemed eligible to generate tax credits.

· When creating projections, makes adjustments based upon several factors to project quantity and values of additional tax credits expected within established time frames.

· Coordinating data to calculate client tax credits, analyzing and adjusting for accuracy.

· Consolidating calculations into presentable templates for review and use by internal and external clients.

Data warehouse life cycle involving Requirement Gathering, design, development, analysis, Documentation & testing of Data warehouses using ETL, Data Modeling, Online Analytical Processing.

· Developing new, and improving existing tools to enhance processing efficiency and accuracy

* Conducts internal application inquiries associated to HIPAA and PCI compliance controls
* Writing reports/reporting services using SSRS
* Assists in the development of information security policies, procedures, standards, and guidelines based on knowledge of best practices and compliance requirements.
* Other projects as needed.

***Data Research Analyst* November 2013 –March 2014**

**Dr. Pepper** Plano, Texas

• Data research for internal management and external departments affected by changes to STARS and NAIS corporate master file. Researches data integrity issues as assigned by manager, which includes heavy communication with all levels of management, field and end-users.

• Assist with monthly maintenance of ECS data files, research and translations within a custom system.

•Prioritize customer issues properly and communicate updates to customers as appropriate. Use good judgment to determine problems that may need escalation

•Provide detailed documentation of activities, correspondence and resolution through trouble ticket systems

• Recommend, test and implement process improvements to gain efficiencies, eliminate redundancies, reduce expenses and meet business demands.

• Process and maintain data that is stored on STARS and NAIS, as well as maintain documentation of all requests/ updates

• Create, design, and execute custom databases as needed

• Utilizes advanced analytical and communication & listening skills in relating to internal/external customers.

•Other duties may be assigned as necessary.

***Data Support Specialist* June 2011 –October 2013**

**Interface People** Lewisville, Texas

•Act as single point of contact for customer technical support issues via email, telephone, paging and ticketing systems

•Research and resolve all technical support issues received from customers

•Prioritize customer issues properly and communicate updates to customers as appropriate. Use good judgment to determine problems that may need escalation

•Provide detailed documentation of activities, correspondence and resolution through trouble ticket systems

•Perform remote software installations at client sites

•Conduct server validation in preparation for software installations

•Conduct software quality assurance testing before customer sign off

• Functional testing of assigned bugs, enhancements and hot fixes.

• Ensure that defects in the software products have been corrected and document results of tests.

•Assist with on call rotation

•Assist DBA team with writing and testing SQL code.

•Assist DBA team with designing tables, storing procedures, views and functions.

•Assist NPR team with designing NPR reports.

•Assist NPR team with running NPR reports.

• Evaluate healthcare clinical and financial data for trends, utilization, outliers and organizational standards.

• Direct in-depth analysis of clinical and financial outcomes in order to evaluate and develop process improvement initiatives.

• Created reports and assigned accounts using Active Directory

•Other duties may be assigned as necessary.

***Senior Event Technology Specialist*  April 2010-June 2011**

**PSAV Hotel Division** Grapevine, Texas

**Hilton DFW Lakes Conference Center**

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* Shift lead technician coordinating the operations delegated by managerial staff.
* Technical administrative support for all events including audio visual consultation, and network operations on a day to day basis.
* Troubleshoot internal equipment inventory as needed.
* Serve as audio-visual consultant for corporate clients, and make recommendations based on expert knowledge of available equipment and facilities.
* Ensure proper set-up of audio visual equipment and materials and attend organizational meetings and pre-briefings to ensure smooth operation***.***

***Project Coordinator*  Sept. 2005-2010**

**PSAV Conventions and Trade Shows**  Dallas, Texas

* Responsible for managing all technical elements of corporate multi-site and Network multi-site events.
* Technical administrative support for all events including audio visual consultation, and network operations on a day to day basis.
* Troubleshoot internal equipment inventory as needed.
* Serve as audio-visual consultant for corporate clients, and make recommendations based on expert knowledge of available equipment and facilities.
* Ensure proper set-up of audio visual equipment and materials and attend organizational meetings and pre-briefings to ensure smooth operation.
* Travel to different locations coordinating meetings for fortune 500 companies.

**EDUCATION**

**Colaberry School of Data Analytics Feb. 2016-Present**

* Developing BI/EDW Applications with MS SQL Server
* Business Intelligence applications with Microsoft SQL Server 2012 using SSIS, SSRS and SSAS services.

**Tarrant County College Aug. 2003-Aug. 2005**

* General study and Radio & Television Broadcasting courses.

**American Broadcasting School Aug. 2001-Dec. 2002**

* **Certification-** Radio and Television Broadcasting.

**Paul Quinn College Aug. 2000-May 2001**

* General studies courses / English/ math/ economics.

**Cedar Hill High School Aug.1996- May 2000**

High School Diploma May 2000

PROFESSIONAL REERENCES AVAILABLE UPON REQUEST