DOUGLAS MCGALLIARD

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Accomplished data processing professional offering a strong background in project management, database analysis, reporting analysis and business intelligence. Combines proven success integrating technology, organizing and streamlining business processes and identifying customer-based solutions. Self-motivated with the ability to set effective priorities to achieve both immediate and long-term goals.

**COMPUTER SKILLS**

Microsoft Word • Microsoft Excel and VBA • PowerPivot • Microsoft Access and VBA

Microsoft PowerPoint • Visual Studio • T-SQL • SQL Server 2008/R2/2012/2014

SSMS • SSRS • SSIS • SSAS • Subversion • Oracle 11g/12c • PL/SQL • SAS • Tableau

Shell Scripting • Agile/Scrum

#### PROFESSIONAL EXPERIENCE

**Church Of Christ Organization** – **Data Analyst Columbus Ohio Oct 2012 – Current**

* Supported large enterprise wide development utilizing multiple databases (50 million + rows per table) for an organization that supports 1.1 million members, currently support Oracle (PL/SQL) and SQL Server (T-SQL) databases
* Developed and supported a large SQL Server database that housed financial and sales data, development included creating database schema and all objects, maintained performance of database
* Assisted in deploying/configuring SSRS with SQL Server, developed reports that queried the database, created parameterized reports using cross-tab and sub-report types as well as drill-through and drill-down reports, maintained subscriptions for reports
* Utilized SSIS to configure and automate packages, loaded and configured data from different databases and sources (SQL Server, Oracle, DB2, Informix, CSV files, web sites, Excel, Access) using data load functions, performed data scrubbing and quality review of data before importing to destination
* Maintained an existing Oracle database by writing PL/SQL queries to update and input financial data, imported data from existing Access files
* Acquired business requirements and transformed then into efficient SQL, collected and discerned business requirements from business users to efficiently process SQL
* Leveraged data to improve or eliminate inefficient business processes by 90% by assessing and recognizing key activities and trends that are impacting the business and transforming them into critical market insights

**York Risk Services Group – Client Configuration Coordinator Columbus Ohio Aug 2015 –Feb 2016**

**(Second position while employed at Church Of Christ)**

* Created/set up workers compensation, general liability and auto policies per requests received through Service Now ticketing system, maintained 24 hour turnaround on all data and policy change requests received through ticketing system
* Maintained coverage, premium, carrier, broker and client/insured data, consistently met all quality and productivity goals for each client
* Utilized SSIS to extract data for tracking and management purposes, data quality is then analyzed and inaccuracies are corrected through the ETL process
* Utilized Microsoft Excel (pivot tables, v-lookups, complex formulas) extensively to perform data analysis and data migration
* Performed testing for enhancements made to the claims management systems. As new utilities are created we utilized a subset of the clients data to run through all processes of the utility to ensure all aspects were correctly configured

### JP Morgan Chase – Reporting Analyst Columbus Ohio Jan 2012 – Sept 2012

* Reviewed loan modifications, foreclosures and bankruptcies for outstanding corporate advance balances
* Performed quality audits on loans assigned to an analyst to determine if correct decision had been made, approved or rejected loans based on thorough research of analysts decision, utilized several tools in the research process including MSP, LPS Desktop, Agent Desktop, Invoice Manager, Iclear and LenderLive
* Adjusted accounts by removing fees that were incorrectly assessed to the borrower, refunded amounts through checks issued to the borrower
* Performed year end reporting by completing daily workflow routes and researching and resolving customer issues regarding year end changes, (i.e. SSN, name changes, primary borrower switches), performed research to resolve TIN related issues as it pertains to 1099-INT
* Utilized Microsoft Access and Excel, MSP, CCW, CA (Customer Assist), Ivault and TaxPort in the research process, maintained data integrity to ensure that reportable information is accurate

**Red Roof Inn – Data/Business Analyst Columbus Ohio June 2009 – Aug 2011**

* Maintained large database of sales and inventory data by performing data cleaning activities (removing duplicates, updating invalid data and performing database enhancements), Utilized T-SQL and SQL Server
* Gathered, analyzed, documented and translated user requirements into solid reporting solutions, consistently meeting or exceeding users expectations, translated business requirements into solid technical requirements for use in development by IT
* Assisted in the design and development of marketing campaigns including analyzing customer segmentation and marketing test strategies, provided recommendations on strategies for future campaigns based on findings, developed summaries of key findings and trend analysis and various projection tools, utilized Microsoft Excel and SQL for analysis and Tableau for creating visualizations
* Developed call center analytics including call trend analysis, metrics reporting on call volume, time and length of call, developed reporting requirements for call center management, utilized numerous tools for analysis including Microsoft Excel, SAS, SSRS, SQL Server, PowerPoint among others.
* Developed utilities in VBA for project and work flow applications, utilities considerably improved speed and effectiveness of project work flow activities like invoicing, data manipulation and drafting letters
* Utilized VBA for Access to build simple interfaces to forms to add and edit data. These utilities gave much more flexibility to the user in processing account information
* Analyzed data, identified variances and reported findings to the business resulting in $60,000 annual savings for duplicate and erroneous charges

**Bank of America – Loan Processor Tampa Florida Jan 2007 – May 2009**

* Processed conventional and government home loans from initial application through funding including ordering titles, appraisals and credit reports
* Collaborated with underwriters to gather missing information to complete the loan file, performed extensive customer service with borrowers to gather needed information to complete processing and move the loan toward closing
* Maintained a large pipeline of loans (typically 50 -60 pipelines a month)
* Analyzed funding files including note, security instrument and title to determine correct information to be entered into computer system

**Chemical Abstracts Service – Records Management Associate Columbus Ohio Sept 2004 – Dec 2005**

* Provided document services support in collaring, scanning and indexing documents as well as maintaining quality control (through Open Image) on all scanned information
* Updated and maintained all documents sent offsite for storage, processed all non-priority and electronic journals, CD-ROMS, JAICI documents and preprints, performed editing of bibliographic information and verification of all document markups, completed informatics entries into pdf files
* Reconstructed and converted a filing system of corporate accounts to more accurately reflect corporate account information and archiving those accounts which were inactive or canceled
* Performed extensive data entry within SAP to maintain master data, creating, maintaining and updating product data throughout the product lifecycle

**EDUCATION**

**Bachelor of Science Degree in Management Information Systems**

Wright State University, Dayton Ohio