Ryan Eugene Twiford

108 Bradborne Circle RyaneTwiford@gmail.com

Clayton, NC 27525 704-607-1911

**Summary**

-Skilled at Agile/Scrum methodology, data quality, reporting, analytics, scope, funding, and delivery.

-Experienced completing a wide range of projects in Data Analytics and reporting roles.

-Highly skilled at technical strategies, analytics, reporting, automation, documentation, and solution building.

-Highly skilled at data gathering and utilization skills and ability to automate reporting tools very quickly.

-Skilled at deciphering SQL code, application testing, data reconciliation, validation, defect triage, automation.

-Skilled at resolving complex data issues, and effectively communicating technical information with business partners.

-Experienced creating effective Business Requirement Documents (BRDs) in various lines of business.

**Business Skills**

Product Management, Project Management, Sales & Marketing Analytics, Risk & Regulatory, AML-KYC, Business Analysis, Data Analysis, System Implementation, Reporting Development and Automation, QC/QA/Testing, Data Warehouse, Process Improvement, Workflow Management, Project Charters.

**Technical Skills**

Tableau 9.0, Tableau 9.1, SQL, SAS, SAP, MS Excel, MS SharePoint, MS Project

Oracle 10g, Oracle 11g, Oracle 11.6, Teradata, SAS Enterprise Guide, MS SQL Server 2008 R2,

MS SQL Server 2010, Toad-SQL, Toad-Oracle, HP Quality Center, CA PPM v13 (Clarity)

**Experience**

**Cisco Systems - (Raleigh, NC | February 2017 – August 2018)**

**Product Manager**

-Owned monthly updates to system tools. Managed defect or enhancement processes from discovery to delivery.

-Delivered quarterly financial reports, and presented financial projections using complex data analytics to present a detailed overview of future sales and revenue.

-Managed projects using market analysis and product definition while utilizing product management skill sets and methodologies to drive strategy and success of new and existing products.

-Worked cross-functionally across Cisco channels, business units and internal organizations.

-Correlated with Software engineers to create product delivery strategies.

**Bank of America - (Charlotte, NC | February 2016 –August 2016)**

**Project Manager / Business Analyst (AML KYC)**

-Lead report development for incoming requests from AML KYC business partners.

-Gathered technical requirements and drove raw data through excel reporting into Tableau 9.1.

-Automated Manual reporting tools using Tableau 9.0 and Tableau 9.1.

-Managed testing and defect triage for SharePoint report request intake site. Tested requirements-gathering tool.

-Developed live reporting to tool to identify developer progress and success using Tableau production environment.

-Solved manual data formulas using complex SQL statements.

**TIAA-CREF (Charlotte, NC | February 2015 – February 2016)**

**Project Manager (Marketing – Customer Insights)**

-Created12-month project requirements, scope, workflows, documentation, storage, reporting processes.

-Developed plan to build manual reporting process to evaluate marketing leads in Siebel.

-Solved complex SQL enterprise data warehouse defects, updated sourcing documents, and tested updates.

-Developed plan to automate manual reporting tools using Tableau 9.0.

-Managed SharePoint Site. Managed weekly reporting process.

-Deciphered SQL and SAS current state database scripts. Constructed future-state requirements.

**Bank of America - Carlisle & Gallagher (Charlotte, NC | September 2013 – January 2015)**

**Project Manager / Business Analyst / Consultant (Risk & Regulatory, Technology)**

-Coordinated entire BAC regulatory reporting source automation project.

-Identified all manual sources, designed database automation BRDs in compliance with new governances.

-Designed overall source mapping (Visio). Delivered updates to executive management using status visuals.

-Worked with executive management to plan and deliver the $1,600,000 budget.

-Deciphered SQL and SAS current state database scripts. Constructed future-state requirements for ETL team.

-Solved complex SQL enterprise data warehouse defects, updated sourcing documents, and tested updates.

-Managed UAT/SIT phases of testing utilizing SharePoint, and reported daily status during Scrum and defect triage.

-Tested database applications for quality assurance on tables containing 5+ million records from intricate sourcing.

-Designed test plans, test cases, and test scripts to effectively validate database quality.

-Successfully completed database migration in order to increase functionality and flexibility for the LOB’s.

**KaseCloud Business Technology (Charlotte, NC) (February 2013 – September 2013)**

**Business Analyst**

-Worked simultaneously with clients and technical department using MS Project and various PM tools.

-Designed new market strategy; increasing company pipeline by 266%. (Approved by CEO).

-Designed BRDs to build, change, define, and improve processes.

-Designed Business Process Models (Visio) and workflow strategies to drive project timeline, requirements, technical needs, quality, and positive ROI.

-Analyzed potential client technical needs, and effectively discovered profitable opportunities.

-Authored training manual for Inside Sales employees.

-Created strategic partnerships to generate new opportunities.

**MobileSmith Inc. (RTP Raleigh, NC) (December 2011 - December 2012)**

**Business Analyst & Business Development**

-Worked closely with end-users, software development team, and executive management during project lifecycle.

-Created BRDs, prototypes, mock-ups, project presentations, and demos.

-Gathered client mobile application requirements, and delivered requirements to development team (iOS & Android).

-Organized meetings with stakeholders, development team, and executive management.

-Extensive experience working with CRM applications, mobile software, and the solution software project lifecycle.

**Microsoft (New York, NY) (June 2011 – July 2011)**

**Project Supervisor (6 week contract.)**

Supervised team of 9 employees. 2 month contract. Security team-lead at the Microsoft Imagine Cup at NYC Time Square.

**Additional Skills**

**Architecture –** Structural Drafting, AutoCad, Revit Structural, SketchUp, B.I.M., C.E.T. (Portfolio on Request).

**Graphic Design -** Adobe PhotoShop, Adobe Illustrator, Macromedia Fireworks, Macromedia Flash.

**Business Development –** Microsoft Dynamics, SalesForce.com, GoToMeeting/GoToWebinar, Cisco Webex.

**Honors**

**High School** – Individual 4A State Champion Track & Field (PV), All State (5), Indoor/Outdoor School Record, All Conference (6), Varsity Letterman (10).

**College** – NCAA National Qualifier, Indoor School Record, Southern Conference Champion, All Southern Conference (5), NCAA Top-25 (2011), Senior Captain, SAAB-Student Athletic Advisory Board.

**Education**

**Appalachian State University (May 2011)**

**B.S. Technology - Building Science, Project Management**

**Psychology Minor**

-Student Builders Association

-Blue Ridge 20 Unit Low Income Housing Project

-Project Manager - Scheduling, Planning, Funding, Work Breakdown Structuring. (3 month)