Robert Litchfield

Senior Business Intelligence Engineer

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**SUMMARY**

Technical knowledge and hands on experience with the entire MicroStrategy suite.

Experience in all phases of SDLC including Project Management, Requirements Gathering, Documentation, Analysis, Design, Development, Quality Assurance Review, Testing, and Production Support.

**TECHNICAL SKILLS**

Business Intelligence: MicroStrategy 9.x/10.x/2019 (Developer, Architect, Command Manager, Object Manager, Integrity Manager, Intelligence Server, Visual Insight, Enterprise Manager), Hyperion

Databases: Greenplum (Postgres), DB2, SQL Server, Teradata

**EDUCATION**

Bachelor of Science in Internet Technology

May 2016

University of Evansville – Koch College of Engineering and Computer Science

Evansville, IN 47722

**PROFRESSIONAL EXPERIENCE**

**Senior Application Software Engineer – Client Analytics**

**Centene Corporation, St Louis, MO** 10/2019 – Present

* Technical Lead over encounters, capitation and behavioral health reporting
* Leveraged AWS to implement solutions
* Managed Redshift data model to support semantic layer in MicroStrategy
* Worked with business owners to gather and refine requirements
* Support and maintenance of new and existing dashboards
* Guided contractors in day to day development
* Utilized GitLab for change control and deployment as part of a bigger goal for CICD
* Automation of manual processes
* Assisted in support rotation including production support, ad hoc tickets and emergency changes

**Technologies:** MicroStrategy, Teradata, Redshift, JIRA, Tidal, AWS, GitLab

**Application Software Engineer – Patient and Provider Analytics**

**Centene Corporation, St Louis, MO** 08/2018 – 10/2019

* Responsible for leading development in care management dashboards
* Technical lead on multiple projects
* Gather requirements and recommend intelligent, scalable solutions
* Add enhancements to existing clinical reporting
* Design and optimize backend Teradata data structures
* Implement and maintain stored procedures
* Create and support MicroStrategy architecture and datasets
* Troubleshooting and correcting reporting errors

**Technologies:** MicroStrategy, Teradata, JIRA, Visio, Tidal

**MicroStrategy Developer/Architect – Data Warehouse Systems**

**OneMain, Evansville, IN** 05/2016 – 08/2018

* Met with business users to discuss MicroStrategy reporting requests and current business processes in order to help business units define project requirements
* Utilized JIRA to catalog projects and timelines, providing transcripts and comments during project life cycle, and preparing completed projects for release
* Created and maintained architected environment, through use of command manager, developer and architect
* Utilized Greenplum (Postgres), DB2, and SQL Server for querying and reporting purposes
* Designed and developed reports, visualizations, documents, and dashboards within MicroStrategy and delivered to business stakeholders for testing and approval
* Built enterprise dashboards consisting of grids, graphs, and maps with drilldown and filtering capability
* Optimized reports via query tuning, cube implementation, and VLDB properties
* Administered MicroStrategy servers; created and maintained user groups and security.
* Developed dimensional data models to support MicroStrategy reporting
* Taught MicroStrategy Web, Visual Insight, and Data Warehousing basics to business units, hosted training sessions and follow up with individual business users as needed

**Environments:** MicroStrategy 10.2, MicroStrategy 10.4(Developer, Architect, Command Manager, Object Manager, Integrity Manager, Intelligence Server, Visual Insight, Enterprise Manager), Greenplum, DB2, SQL Server, JIRA, Windows 10, Windows 7, Microsoft Office 2016 Suite, Access 2016, and Visio 2016

**MicroStrategy Intern– Data Warehouse Systems**

**OneMain, Evansville, IN** 12/2015 – 05/2016

* Utilized Greenplum and DB2 to produce ad hoc reports for business users in MicroStrategy
* Gathered business requirements for Data Warehouse and MicroStrategy projects
* Analyzed and documented business processes and explored potential optimizations and automation capabilities
* Architected attributes and facts in MicroStrategy based on project requirements
* Developed reports and documents within MicroStrategy using architecture and freeform SQL
* Documented MicroStrategy development efforts, tested and validated integrity of MicroStrategy reporting data
* Created data dictionaries and built data diagrams to illustrate data warehouse table structure
* Proactively researched data quality issues; escalated findings to appropriate development group as necessary
* Taught business units to import data, develop queries, and create calculated fields using MicroStrategy
* Troubleshot user query tool issues and assisted in resolution
* Created MicroStrategy training guides using Microsoft PowerPoint; trained and supported end users on production MicroStrategy reports

**Environments:** MicroStrategy 9.4, MicroStrategy 10.2(Developer, Architect, Object Manager, Intelligence Server, Visual Insight), Greenplum, DB2, SQL Server, JIRA, Windows 7, Microsoft Office 2016 Suite