Steve Fiorelli   Stephen_Fiorelli@yahoo.com
San Leandro, CA

SUMMARY

Eight years experience as a **Business Intelligence and Data Analytics Professional**, participating in all aspects of decision support including programming, analysis, report preparation and communication to senior management.

University of Chicago, M.B.A.	**Worcester Polytechnic Institute, B.S.**
Statistics and Business Economics	**Computer Science**

SAS Statistical Business Analyst Certification 6/2014
SAS Advanced Programming Certification 10/2009
SAS Base Programming Certification 11/2008

Recent Experience: **SAS • Teradata SQL • Oracle SQL**
Prior Experience: **Visual Basic • Unix/Scripting • C/C++ • SQL Server • EPIC Clarity • Business Objects**
Exposure to: **SAS Business Intelligence Platform • Crystal Reports • Cognos • Tableau • Python**

EMPLOYMENT HISTORY

WELLS FARGO, San Francisco, CA
Business Intelligence Analyst, Enterprise Marketing Business Analytics (contract)   10/14-12/15
Provided cross-product line strategy support for ethnic, generational, and other special market segments:
- Enhancement of a web-based dashboard that allowed quarterly viewing of household, product and product penetration information by millennial customers.
- Enhancement of quarterly reporting of new checking customers by ethnicity.
- Ad-hoc projects including online and mobile usage by ethnicity and rate of roll-up to primary status for new checking customers by ethnicity.

KAISER PERMANENTE, Oakland, CA
Business Intelligence Analyst, Northern California Revenue Cycle (contract)   8/12-2/14
- Technical lead in incorporating SAS Business Intelligence (BI) Platform into Northern California Revenue Cycle organization's reporting function. Developed proof-of-concept reporting and operations manual. Trained report developers on use of SAS BI Platform.
- Developed new reporting and maintained existing reporting related to billing operations.

Business Intelligence Analyst, Northern California Revenue Cycle (contract)   7/11-11/11
- Using an electronic medical record system data warehouse (EPIC Clarity), developed automated reports to assist facility revenue cycle directors in achieving performance metrics (e.g. POS collection).
- Developed new reporting and maintained existing reporting related to billing operations.

SAS/SQL Programmer/Analyst, Management Information & Analysis (FTE)   8/10-6/11
- SAS/SQL Programming in support of the production of an internal profit and loss report.

WESTERN CAREER COLLEGE, San Leandro, CA   3/09 – 9/09
Part-Time Instructor, Microsoft Office Suite/Basic Math/Algebra

OSISoft, San Leandro, CA   7/05 – 3/08
Software Engineer/Customer Service Engineer
- Developed a database schema and application, using ADO.NET Visual Basic, that allows for the storage and retrieval of manual test results in a SQL Server database.
- Resolved 600+ customer issues.

WINDRIVER SYSTEMS, Alameda, CA   10/00 – 7/05
Customer Service Engineer, Network Business Unit
- Resolved 1000+ customer issues and opened 100+ software problem reports.

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PEAK DATA SOLUTIONS, San Francisco, CA   2/00 – 10/00
SAS Programmer/Analyst, Health Care Decision Support
As a member of an analytic consulting firm, provided analytic and reporting support for a major pharmaceutical company involved in the delivery of services to health care organizations.

WELLS FARGO BANK, San Francisco, CA   8/99 - 2/00
Risk Management Consultant, Deposit Risk Analysis
As a member of a team that provided analysis and development of risk systems for Wells' deposit operations:
- Developed monthly reports for performance of an in-house fraud detection system.
- Provided data to a fraud-detection vendor examining Wells Fargo fraud risk.

WORLD SAVINGS AND LOAN, Oakland, CA   3/99 - 7/99
Senior Marketing Analyst, Database Marketing
As a member of a team providing decision support to World's marketing operations:
- Using loan survey data, developed a report summarizing investment fund ownership of World's loan customers.
- Performed SAS programming to support cleanup of World's loan customer phone numbers.

FAIR, ISAAC & COMPANIES, San Rafael, CA   9/97 - 2/99
SAS Programmer/Analyst, **Pharmaceutical Decision Support**
As a member of an analytic consulting group, participated in all aspects of analytic support including programming, data analysis, modeling, report generation and client communication. Project assignments included:
- Developed a model to predict attrition from a health plan
- Developed a demographic profile of asthma product users as input for creative development

CISCO SYSTEMS, INC., San Jose, CA   1996 - 1997
Software Engineer IV, Internet Business Unit
Ported 4.9.4-P2 BIND implementation of DNS to Cisco's MultiNet software product.
Field Marketing Specialist, **Sales Potential and Automation**
Supported direct sales force with customer technical profile data and technical leads using an external market data source.

UNICON RESEARCH CORPORATION, Santa Monica, CA   1995 - 1996
SAS Programmer/Analyst, Economic Consulting and Policy Research
Constructed large sales transaction data sets used in economic analysis for litigation consulting in a price discrimination case; responsible for the development and maintenance of a software product that allows for extraction of census data.

THE UNIVERSITY OF CHICAGO, Chicago, IL   1992 - 1994
Research Assistant, Graduate School of Business
Conducted event studies for research on the social returns of innovation in the computer and pharmaceutical industries, and the effects of government R&D subsidies on the semiconductor industry. Data from the Center for Research in Security Prices (CRSP) and COMPUSTAT financial databases were used for this research.
Teacher's Assistant, Department of Economics
Held office hours, ran review sessions, and graded exams for an undergraduate course in microeconomics.

DIGITAL EQUIPMENT CORPORATION, Nashua, NH   1985 - 1992
Principal Software Engineer, VMS Operating System Development
Responsible for product development and maintenance; project management; planning resources and designs; training engineers; acted as the project lead for the kernel engineering group. Engineering projects included:
- Porting of the VMS memory management system to the ALPHA architecture from VAX
- Design, code and test of base operating system to extend VAX physical memory limitations
- Design, code and test of base operating system to extend VMS process memory limitations
- Modularization of the VMS kernel executable to facilitate multi-project kernel development
- Maintenance of VMS process and memory management services and mechanisms