Steve Fiorelli [Stephen\_Fiorelli@yahoo.com](mailto: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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San Leandro, CA

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