Troy D. Dunkley

Senior Data Architect

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Summary

Visionary Data and Business Intelligence Technology Leader with over 15 years of experience driving business transformation through innovative data strategies and comprehensive solutions. Proven track record of implementing cutting-edge technologies, including data fabric, data mesh, and cloud-based analytics platforms, significantly improved operational efficiency and data-driven decision-making. Demonstrated success in reducing costs, improving data quality, and accelerating time-to-insight across various industries, including retail, finance, and healthcare. Committed to staying at the forefront of emerging technologies and industry best practices to deliver transformative results.

Tailored for the role of Business Intelligence Consultant at Sibitalent.

Tailored for the role of SQL Developer at Innova Solutions.

Tailored for the role of Data, Strategy and Innovation - Director at City of Atlanta.

Skills

Data Management and Analytics

Cloud-based Data Solutions (AWS, Azure, Google Cloud)

Technical Proficiencies

Programming: Python, SQL, T-SQL

Enterprise Systems

Infrastructure and Security

Network Monitoring: SolarWinds N-Central

Emerging Technologies

Leadership and Strategy

Business Acumen

Industry Knowledge

Experience

Black Nisus, LLC - Data Evangelist (May 2020 - Present)

Location: Atlanta, GA

* Collaborate with Agile teams to develop tailored full-stack solutions using cutting-edge technologies.
* Design and implement cloud-based solutions on AWS, Azure, and Google Cloud for robust and scalable data processing workflows.
* Lead data transformation initiatives, integrating advanced analytics and machine learning for strategic decision-making.
* Facilitate cross-functional collaboration to align data initiatives with business objectives and operational needs.
* Build strong relationships with customers through attentive listening skills and excellent problem-solving abilities.
* Manage executive-level relationships with key stakeholders to ensure alignment on strategic objectives.

The Walking Company - Director of Business Intelligence (August 2016 - May 2019)

Location: Atlanta, GA

* Collaborated with cross-functional teams in Agile environments to implement data solutions that aligned with business objectives.

Benchmark Brands, Inc. - Director of Business Intelligence (May 2015 - August 2016)

Location: Atlanta, GA

* Translated complex technical concepts for non-technical stakeholders to support informed decision-making.
* Developed and implemented a comprehensive Business Intelligence strategy to improve data-driven decision-making.

Benchmark Brands, Inc. - Senior Manager, Business Intelligence (April 2012 - May 2015)

Location: Atlanta, GA

* Implemented a data-driven culture, increasing data utilization by 25% and improving decision-making across all business units.
* Enhanced self-service analytics adoption by 25% through BI training programs, improving data literacy and empowering business users.

Education

Keller Graduate School of Management - MBA

Location: Atlanta, GA, Focus: Information Systems Management

Georgia State University - BBA

Location: Atlanta, GA, Focus: Finance

Certifications

Completed Certifications

* Certificate of Completion in Data Science - Flatiron School
* Microsoft Certified Technology Specialist in SQL Server Business Intelligence
* Microsoft Certified Professional

Certifications in Progress

* AWS Certified Solutions Architect - Associate (Target Completion: February 2025)
* Certified Scrum Master (Target Completion: March 2025)
* Microsoft Certified: Azure Data Engineer Associate (Target Completion: March 2025)

Planned Certifications

* Google Professional Data Engineer (Target Completion: April 2025)
* Databricks Certified Data Engineer Associate (Target Completion: June 2025)
* AWS Certified Machine Learning - Specialty (Target Completion: July 2025)

Key Achievements

Data Fabric

Spearheaded the implementation of a comprehensive data fabric solution for a Fortune 500 company, resulting in a 40% improvement in data accessibility and a 25% reduction in data management costs.

Data Mesh

Designed and executed data mesh architecture for a global financial services firm, enabling real-time data sharing across 20+ business units and improving decision-making speed by 60%.

Cloud Data Lake

Led the development of a cloud-based data lake for a major retailer, consolidating data from 50+ sources and enabling advanced analytics that drove a 15% increase in customer retention.

Predictive Maintenance

Implemented a machine learning-driven predictive maintenance system for a manufacturing client, reducing equipment downtime by 30% and saving $5 million annually in maintenance costs.

Fraud Detection

Developed a real-time fraud detection system for a fintech startup, leveraging advanced analytics and machine learning to reduce fraudulent transactions by 75% within the first six months of deployment.

Customer 360

Led a cross-functional team in creating a customer 360 platform for a telecommunications company, integrating data from 10+ systems to provide a unified view of 50 million customers, resulting in a 20% increase in upsell opportunities.

Data Governance

Designed and implemented a data governance framework for a healthcare provider, ensuring HIPAA compliance and improving data quality scores by 40% across critical datasets.

IoT Analytics

Architected a scalable IoT data processing platform for a smart city initiative, handling data from 100,000+ sensors and enabling real-time analytics for traffic management, reducing average commute times by 15%.

NLP Solution

Developed a natural language processing solution for a global media company, automating content tagging and recommendation engines, leading to a 35% increase in user engagement and content consumption.

Cloud Migration

Led the migration of a legacy data warehouse to a modern cloud-based analytics platform for a financial services client, reducing query times by 90% and enabling self-service analytics for 5,000+ users.

Projects

Data Reporting and Validation Enhancements

Company: GAF Materials Corp., Dates: 2023-Present

Goal: Streamline data reporting and validation processes by transitioning to advanced analytics platforms, ensuring data integrity and consistency across multiple systems.

Responsibilities: Managed the transition of UA reports to a structured reporting system, conducted UAT for GA4 to ensure data accuracy, developed custom reports in BigQuery, and validated data consistency across BigQuery, Google Analytics, and Amazon S3.

Results: Successfully transitioned UA reports with 95% data integrity, validated GA4 reports with 95% accuracy, developed custom reports with 98% validation success, and ensured 98% data consistency across systems to enhance reliability and decision-making.

Web and Mobile Analytics Enhancement

Company: Nando's, Dates: 2023-Present

Goal: Enhance the understanding of user behavior across web and mobile platforms, improving engagement and optimizing marketing strategies.

Responsibilities: Analyzed session effectiveness from 'oat / qr\_code' using BigQuery and TagPipes, tracked new and returning user sessions for engagement and retention insights, and evaluated web and mobile user behavior in the U.S. and Canada.

Results: Achieved a 5% conversion rate from 'oat / qr\_code' traffic, improved new user engagement, identified returning users as 40% of sessions, recorded a 25% rise in app sessions, and provided insights into U.S. and Canadian web traffic trends.

Cloud Migration and Data Integration

Company: Rawsoft, Dates: 2023-Present

Goal: Streamline data operations by migrating legacy systems to a cloud-based infrastructure, enhancing data integration and accessibility.

Responsibilities: Led legacy system migration to AWS with minimal downtime, built automated data pipelines with Python and SQL, aligned data strategies with business goals, and implemented data governance for quality, security, and compliance.

Results: Optimized cloud resources to cut costs by 25%, boosted data processing speed by 35%, improved cross-department collaboration by 20%, and reduced data errors by 30% through enhanced governance.

Data Optimization and Reporting Enhancements

Company: Mitchell Gold + Bob Williams, Dates: 2021-2023

Goal: Improve inventory management, sales reporting, and customer data integration to enhance operational efficiency and strategic decision-making.

Responsibilities: Developed Power BI reports for sales and inventory tracking, automated profitability analysis, evaluated vendors for a unified CDP, and conducted KPI analysis to align data processes with business goals.

Results: Reduced overstocks by 15% and inventory costs by $50K annually, improved forecasting accuracy by 20%, cutting write-offs by $100K, increased sales agility by 20%, enhanced marketing efficiency by 12%, boosting LTV by 7%, and addressed 25% of reporting gaps, reducing delays by 15%.

Data Analytics Initiative

Company: Mitchell Gold + Bob Williams, Dates: 2021

Goal: Enhance Krystal Restaurants' data infrastructure and analytics capabilities, improving operational efficiency and strategic decision-making.

Responsibilities: Designed and implemented a new data architecture, collaborated with teams to tailor data solutions, developed advanced models for sales forecasting and inventory management, integrated machine learning for predictive analytics, and enforced data integrity through governance.

Results: Optimized data processing speed by 40%, improved accuracy by 25%, reduced redundancy by 30%, enhanced user engagement by 20% with intuitive dashboards, and increased sales forecasting accuracy by 15% for better inventory management.