

Tyrell Clark

[linkedin.com/in/tyrell-clark3](https://www.linkedin.com/in/tyrell-clark3) | github.com/clarktl3/Projects

WORK EXPERIENCE

Business Intelligence Developer - The Fresh Market; Washington, DC May 2022 – Present

- Spearheaded development of customer behavior reporting architecture that allowed for targeted promotional campaigns and decreased customer churn by 7% in 2 months
- Increased data platform utilization by 20% by developing interactive dashboards and reporting solutions in MicroStrategy.
- Conducted root cause analysis on historical data discrepancies, addressing underlying issues and implementing corrective measures within ETL processes to prevent recurring errors.
- Worked closely with business stakeholders in cross functional groups to gather and understand requirements, translating them into effective and meaningful BI solutions that address business needs.
- Integrated data from disparate sources, including SQL Server databases, APIs, and flat files into Snowflake to provide a unified view of business data for reporting and analysis.

Database Administrator - Federal Reserve Bank; Alexandria, VA May 2021 – May 2022

- Reduced unplanned application downtime by 3 hours weekly by managing the successful execution of daily maintenance jobs for 20+ supported databases, consistently exceeding SLAs by resolving issues promptly.
- Automated server upgrade tasks resulting in 25% reduction in manual workload and after hours support needs.
- Maintained over 92% patch compliance rate by orchestrating seamless database updates and actively engaging with functional owners and managed service providers.

Business Intelligence Developer - Century Distribution Systems; Richmond, VA June 2020 – April 2021

- Built and maintained custom enterprise SQL reports that were utilized by over 200 daily internal users across departments to gain insights into their business needs and performance.
- Ensured high level of data security by managing departmental access to dashboards and SSRS reports and subscriptions.
- Improved report generation time by an average 30% by optimizing SQL code and stored procedures with modern tactics (CTEs, join optimizing, and window functions).

IT Support Specialist - VA Dept of Behavioral Health; Richmond, VA June 2019 – May 2020

- Provided technical support to a network of over 500 government employees by resolving application and hardware issues and managing SLAs
- Developed strategy for technical support and process innovation by documenting processes, issue resolution steps, and identifying areas of improvement.
- Reduced new incident ticket quantity by 20% by building an enterprise knowledge base of over 25 self service training guides and FAQs.

SKILLS

Coding Languages: SQL, Python (Airflow, Matplotlib, Numpy, Pandas, PySpark), JavaScript, Powershell

Database / ETL: MySQL, SQL Server, Snowflake, Excel (Conditional Formatting, Pivot tables, Vlookup), Google BigQuery, AWS (DynamoDB, Redshift, S3), Git, SSIS, SSRS

Data Visualization: Microsoft Power BI, MicroStrategy, Tableau

Project Management: Agile Methodologies, Azure DevOps, JIRA, Scrum

CERTIFICATIONS

Certified Associate in Project Management (CAPM) - Project Management Institute (PMI)

AWS Certified Cloud Practitioner - Amazon Web Services (AWS)

EDUCATION

Bachelor of Science in Information Systems; Virginia Commonwealth University, Richmond, VA