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| **William David M. Wilcox** | wdmwilcox@gmail.com | 615-945-5820 |

ServiceSource – 03/11 – Current

*Business Intelligence Manager – 07/2016*

Lead team of business intelligence developers in building KPI DataMart from transaction systems using dimensional data modeling. Responsible for translating functional business requirements for 137 global client engagements into ETL to deliver cleaned and conformed data ready for analysis using Tableau. Operationalizing data science insights into actionable deliverables. Training team of BI analysts in SQL, Tableau, dimensional modeling, and ETL.

*Business Intelligence Analyst – 04/2014*

Responsible for providing business insights to portfolio managers and site leaders by delivering creative visualizations and insightful actions for sales team execution. Performed drill-down and drill-across analysis to identify areas of improvement using gap analysis against historical KPIs. Effectively communicate complex analysis to stakeholders ranging from 1st line sales managers to Sr. sales directors and client executives.

*Data Analyst – 10/2011*

Responsible for data and reporting functions for large client team. Responsibilities; Data Loads, QBRs, Ad Hoc data requests, invoicing, invoice reconciliations, SPIFF tracking, exception monitoring, multiple weekly client presentations, operations planning, forecasting, reporting. Working across multiple client engagements to solve problems and deliver quality solutions. Training, development, and support for other analysts and sales leaders outside of normal scope. Proven record of developing new and insightful analytics for client and executive presentation shows accuracy and reliability.

*Sales Support Coordinator / Sr. Sales Support Coordinator – 03/2011*

Implementation: developed and executed data processes for new team

Achieved 90 DIA within 18 days of go live date, maintained 120 DIA throughout 1st quarter.

Business Objects: Daily and Diagnostic reporting, modifying reports

ULU: loading data, modifying, mapping

Worked closely with EMC client representative to meet and exceed expectations.

Execute data for ~$6M quarterly pipeline

Additional Skills and Experience

MS Works Database Administration, MS Excel Programming, Management of 6 or more employees, Accounting Database Administration, SQL Database Administration, Technical/Instructional Writing, Online Database Administration, Web Design, Incoming Call Reception, Human Resources: Documentation and Verification, Staffing and Scheduling

*Stellar Therapy Services – 09/09 – 03/10*

Interpersonal communication, Online database administration, Web design, Incoming call reception, Human Resources; documentation and verification, Staffing/scheduling assistance, Marketing (online, fax, phone), Bluecross/Blueshield billing and documentation, Speech/Language Pathology documentation, MS Excel CSV; exporting and importing, Mass mailing, Drug screening; administration and verification

*Consumer Depot – 06/08 – 06/09*

Accounting database administration, Drop Ship supplier sales, eBay API customer service, SQL database administration, incoming telephone sales, Craigslist sales, Technical/Instructional writing and documentation

*Carmike Cinemas Rivergate 8 – 09/06 – 06/07*

Management: 6 or more employees, Scheduling, Film compilation, Projector operation; film and digital, Deposits

*Arledge Music Wire – 04/03 – 07/06*

Programming: BASIC, Programming: Proprietary, Carpentry: tolerance to 1/16", Aluminum working: tolerance to .002", Copper metallurgy, Piano tuning, Piano string scaling and engineering, MS Works database administration, MS Excel programming, UPS shipping, Hydraulics, Wood finishing, Automation machinery: design, repair, construction, and operation

Education:

Beech Senior High School – Graduated 2000

SAE Institute of Technology – Graduated 2002

Self-directed continuing education – Never ending