

# ZACH LYNN

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## SUMMARY:

Versatile business intelligence developer with an analytical background. I began my career as a data analyst and soon gravitated toward an engineering role. This dual experience has made me effective at identifying business opportunities while also producing relevant and lasting business intelligence solutions. I am seeking a position to expand upon my data engineering skills, engage with the latest business intelligence technologies, and work on challenging projects that drive business value.

## EXPERIENCE

### **Quicken Loans**

**Detroit, MI**

#### **Business Intelligence Engineer**

**September 2015-Present**

- Created Tableau and Microsoft SSRS dashboards used by mortgage banking vice presidents to monitor lead conversion, lead volume trends, and call center capacity
- Built a Tabular cube and Tableau dashboard to monitor client loyalty, which had previously been tracked through Excel spreadsheets and updated monthly
- Created C# and Python scripts to gather and process data through web APIs
- Created ETLs to automate manual tasks, proactively revamped legacy reports, and performed on-call duties after business hours

### **Quicken Loans**

**Detroit, MI**

#### **Data Analyst**

**September 2012-August 2015**

- Performed data analysis to guide strategy for the mortgage banking business area. Examples include staffing recommendations to maximize bankers' efficiency and providing impact analyses on technology-driven efficiency initiatives
- Presented a weekly summary of business area performance to the vice president of mortgage banking
- Provided the company's president a weekly summary of performance relative to market conditions
- Developed new key performance indicators to better measure performance in the context of company objectives

### **Akervall Technologies**

**Ann Arbor, MI**

#### **Market Research Intern**

**May 2012-July 2012**

- Developed a questionnaire on customer preferences and analyzed survey data using R to guide a product launch for a mouth guard manufacturing startup
- Queried customer transaction data using Microsoft Access
- Created dashboards and visualizations on customer order data using Salesforce

## EDUCATION

### **University of Michigan**

**Ann Arbor, MI**

#### **BA. Economics, Minor Applied Statistics**

**January 2009-May 2012**

## TECHNICAL SKILLS

*Scripting Languages:* Python, C#, R, STATA, Bash

*Databases:* T-SQL, MySQL, SSIS, Microsoft Access, Hive

*Data Visualization Tools:* SSRS, Tableau, Power BI