**Experience Alumni Sample with Military and Business**

*123 Sesame Street Charleston, SC 29414 / 123-46-7890 / name@gmail.com*

**PROFESSIONAL SUMMARY**

Business Analytics Professional with over 15 years of experience developing and managing technology initiatives and investments to enhance business performance and support improved strategic and operational decision-making. Comprehensive experience spanning IT and traditional business domains delivering innovative solutions. Accomplished leader applying critical soft skills and strategic capabilitiesto continuously transform difficult situations into positive outcomes.

***AREAS of EXPERTISE***

|  |  |  |  |
| --- | --- | --- | --- |
| *Business Analytics* | *Self-Service BI* | *KPI’s* | *Change Management* |
| *Data Visualization* | *Dashboard Design* | *ERP Implementation* | *Data Analytics Infrastructure* |
| *Analytical Data Modeling* | *Structured Query Language*  | *Process Improvement*  | *Technology Marketing* |

**PROFESSIONAL EXPERIENCE**

***Demand Generation Analyst,*** *XYZ Company* Feb 2015 – Current

* Manage the design and development of a Marketing Data Warehouse and Analytical Reporting Platform that integrates disparate systems including the Marketing Automation System with the company CRM, ERP, other Line of Business Applications, and various internal and external data sources
* Partner with resources across the company to leverage and integrate new data assets that enhance the level of insight available to Marketing Managers
* Collaborate with stakeholders to validate that the data model and end-user tools are accurate and structured to influence the right business decisions
* Secure buy-in and investment in new processes and technologies to best ensure desired data-driven culture changes can flourish
* Lead cross-functional teams in developing and testing new analytic models and strategies to drive improved Marketing performance

**ABC Company** 2011 – 2015

**Director of Business Intelligence***, ABC Company* 2014 – Nov 2015

* Analytics management and experience including Retail Operations, Customer Segmentation, Promotional Campaigns, Market Basket, Supply Chain, Labor Optimization, Gross Profit, Budgeting, and Inventory Optimization
* Developed PWCC’s “Big Data” approach by leveraging new analytic technologies and techniques to deliver critical insight to Executives in Operations, Marketing, and Finance. Managed all phases of BI from requirement gathering to solution development, delivery, and ultimate performance improvement
* Designed and implemented data visualization and self-service BI platforms. Produced significant company-wide sales trend reversals and multiple process improvements to enhance the bottom line like the reversal of the “Same Store Sales” trend from -5% to +5% to equal over $1,000,000 in sales growth
* Integrated external customer data into internal decision support platforms to strengthen understanding of customer preferences. This resulted in targeted pricing shifts and new merchandising strategies, improved sales trends, reduced shrinkage, and increased gross profit margins

**Senior Business Analyst***, ABC Company* 2013 – 2014

* Spearheaded key analytic projects sponsored by internal executives and outside consultants
* Integrated disparate warehouse management system with human resource, payroll, and time tracking system data resulting in restructuring a major labor component of the company supply chain
* Produced annual savings of over $400,000 in direct labor costs through the development of a self-service platform, new data model, and user-friendly tools. Also, significantly increased warehouse worker productivity due to visibility
* Significantly improved PWCC’s ability to identify causal factors and quantify the contribution to missed gross margin targets by designing and managing a gross profit data model
* Rapidly structured a budget data model, process, and dashboard platform which supported a new budgeting process. Achieved project on short notice to meet financier’s requirements tied directly to cash availability and keeping PWCC solvent

**Senior Manager, Program Management Office, Business Technology Services**,*ABC* 2011 – 2013

* Promoted on the recommendation of the external consulting group hired to restructure the IT department; consultants highlighted Program Management as a benchmark for process rigor and business alignment
* Committee member during new department restructuring phase to adopt Information Management Information Library (ITILv3) methodology of IT service management
* Assumed all liaison duties as chair of IT Steering Committee for reporting on all SLAs, IT-related KPIs, and Project Portfolio; Implemented and maintained process platforms and standards within the IT department
* Successfully implement PeopleSoft ERP after multiple failed vendor attempts
* Migrated Payroll, Human resources, and Legacy Financial Systems to ERP platform
* Managed a team of external consultants and internal employees to manage all phases of the project to completion

**SOFTWARE and TECHNOLOGY EXPERTISE**:

|  |  |  |  |
| --- | --- | --- | --- |
| *Tableau Server* | *Power Pivot* | *Structured Query Language* | *R* |
| *Tableau Desktop* | *Analysis Services - Tabular*  | *Power View* | *SharePoint* |
| *Google BigQuery* | *Power Query* | *Excel* | *Salesforce.com* |
| *Talend for Big Data* | *SQL Server “Stack”* | *Data Analysis Expression (DAX)* | *Google Analytics* |

**ADDITIONAL WORK EXPERIENCE**

**Blackbaud** *–**Software-Consulting Sales and Account Management**2008 - 2011*

**Hextek Technologies** - *Manager, Sales and Marketing* *2007 - 2008*

**DataStream** - *Software-Consulting Sales and Account Management* *2005 - 2007*

**EDUCATION, MILITARY EXPERIENCE**

**Bachelor of Science, Business Administration** 2000

*The Citadel, The Military College of South Carolina*

**United States Air Force Officer, Lieutenant** 2001 -2005

*Acquisitions Program Manager*

* *Federal Laboratory Technology Transfer Program*
* *Small Business Innovative Research Program*