Alex Frankle

— Business Intelligence Analyst

Inspired and results-driven business intelligence analyst with 8+ years experience in finance and banking sectors. I hold a Bachelor's degree in Computer Science. Focusing on business needs and process improvements I manage the full life cycle of each project engaging end-users and stakeholders. Most notable achievement: redesigned online system allowing clients to contact account managers directly. Results: 120% increase in query resolution within 72 hours and 95% customer satisfaction on survey results.

Personal details

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(681) 204 7100

2693 Wentworth Street
Charleston, NC, 29403

Skills

- SQL server
- Data visualization
- MS Excel
- MS PowerPoint
- SAP
- SAS
- Tableau
- COGNOS
- Presentation

Courses

SAS Big Data Certification
NYS Data Academy
Apr 2018 - May 2018

SQL BI Certification
Microsoft
Jul 2016 - Sep 2016

References

Wells Fargo Bank
Shane Davis (843)
123-0000

Bank of America
Irene Willaims (843)
234-0000

Work Experience

Business Intelligence Analyst

Sep 2015 - Present

Wells Fargo Bank - Charleston

- Managing full life cycle of projects from discovery to planning, implementation and delivery
- Maximizing business intelligence tools to detect source of challenges faced by end-users
- Data collection and analysis to identify process improvement opportunities
- Recognizing and recommending requested improvements to stakeholders
- Identifying suitable data sources, extracting data and developing integrated solutions
- Constructing business intelligence solutions around business needs and goals
- Developing and maintaining enterprise data architecture roadmap
- Compiling and presenting findings to senior management and business stakeholders
- Maintaining long-term relationships with business partners to develop business interests
- Creating data visualizations to involve and educate business partners
- Collaborating with cross-functional teams to ensure even workflow and relational outcomes
- Ongoing training of business users in data modeling tools to create ad-hoc reports

Junior Business Intelligence Analyst

Feb 2014 - Aug 2015

Bank of America - Charleston

- Assisting ad-hoc in all phases of business intelligence projects as needed
- Cleansing, de-duplication and harmonization of data across systems
- Supporting team members with work processes to meet business goals

Education and Qualifications

MBA Banking and Finance

Aug 2013 - Dec 2014

University of North Carolina - Charleston

Bachelor of Science in Computer Science

Aug 2008 - Dec 2012

University of North Carolina - Charleston