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PROFESSIONAL SUMMARY

- Strategic and detail-oriented Data Analytics Consultant with 20+ years of success delivering enterprise-level reporting solutions, data governance, and automation across the finance, healthcare, telecom, and tech sectors.
- Proven expertise in transforming complex data into actionable insights using SQL, Power BI, Excel, Access, and Python in agile environments.
- Adept at leading data migration, remediation, and system modernization projects with a focus on integrity, compliance, and performance. Passionate about empowering business stakeholders with clear, timely, and reliable analytics solutions.

CERTIFICATIONS

Client and Server technology
Certification from the University of
Minnesota.

Oracle Database Application
Development and Database Principles
Certification from the University of
Minnesota.

SKILLS

- Business Intelligence (BI) Reporting
- Advanced Excel & Power Query
- SQL / Teradata / Oracle / Access
- Data Governance & Validation
- Power BI | Tableau | SAS EG
- ETL Workflows | Python Automation
- Data Modeling & Profiling
- Agile / Scrum / Jira / JQL
- VBA | SSIS | PL/SQL

RECENT WORK HISTORY - 2020 TO PRESENT

Fiserv Technology | Sr. Data Conversion Analyst | Remote | Contract |
Brookfield, WI | March 2025 to Present

- Supported the migration of a legacy datacenter to a new facility as part of a large-scale "lift and shift" initiative, focusing on deployed applications and workloads.
- Contributed to application bring-up activities post-migration, validating system availability, functionality, and data accuracy in remote environments.
- Participated in infrastructure readiness assessments and supported automation workflows from a software/application perspective to streamline migration tasks.
- Conducted pre- and post-migration data validation to ensure complete and secure data transition with zero loss and minimal downtime.
- Remotely monitored system health and application availability using enterprise monitoring tools, escalating and documenting issues as needed.
- Collaborated with migration teams to document processes, refine automation strategies, and ensure secure handling of workloads across states.

Santander Bank | Chief Data Office | Data Remediation Analyst | Remote
Contract | Boston, MA August 2024 to December 2024

- Developed MS Access database to track business rule status by customer.
- Implemented a comprehensive data remediation plan.
- Ensured compliance with industry regulations and internal policies.
- Collaborated with cross-functional teams to identify and address gaps or data quality issues.

EDUCATION

Wichita State University
Wichita, KS

Master of Arts: Business Economics

Wichita State University
Wichita, KS

Bachelor of Arts: Business
Administration

University of Istanbul
Istanbul, Turkey

Associate of Science: Mathematics

- Monitored and tracked progress of data remediation efforts and provided regular updates to management.
- Conducted risk assessments and implemented risk mitigation strategies to ensure data integrity.
- Identified areas for process improvement and recommended efficient procedures.
- Prepared and presented reports to senior management on the status of data remediation efforts.
- Identified and resolved issues or roadblocks that may hinder the success of remediation activities.
- Maintained detailed activity log on Jira and tracked status via JQL.

Wells Fargo - Sr. Lead Analytics Consultant

Minneapolis, MN 06/2022 - 05/2024

- Performed Teradata SQL analysis in support of the customer complaint tickets in ECMO - Enterprise Complaint Management Office.
- Prepared final documents to communicate the current status of customer complaints under the Sales Practices remediation program to ECMO teams.
- Engaged with peers and managers across the organizations to facilitated joint analytical efforts via Jira using JQL.
- Managed documentation for various processes that my team was tasked with.
- Assisted team lead with tracking the pipeline and team member training and reviewing their work.
- Provided advanced data analysis services to identify population demographics for remediation efforts.
- Participated in Agile meetings to review and track the status of tasks that we were charged with.
- Resolved remediation tickets and delivered solutions within the required SLA time frames.
- Worked with SAS Enterprise Guide 8.3 code to support the remediation tasks in AOP project (Add-On Products).
- Facilitated a mission-critical Python automation project and assisted the Python developer throughout the process of ECMO reports production that were being sent to CFPB (Consumer Financial Protection Bureau).
- Peer-reviewed in a cross-functional team environment for the customer remediation process status confirmation.

AT&T - Solution Engineer and Data Strategy Consultant

Dallas, TX 12/2021 - 05/2022

- Performed as solution architect in data platform to deliver impact and risk assessments for applications.
- Interacted with lead project managers, application owners/managers, developers to assess level of complexity involved for required changes.
- Communicated findings to solution delivery teams to assist with assigning proper resources to dedicate for projects.

Wells Fargo - Data Strategy Consultant

Minneapolis, MN 03/2021 - 11/2021

- Worked in Data Backup and Segmented Recovery Workstream (DBSR).

- Identified mission-critical applications with poor recovery performance to support business continuity plans.
- Actively participated in risk mitigation and management through ensuring continuity of data processes.
- Engaged with application owners for gap analysis on poor recovery times and tracked the progress and status on Jira using JQL.
- Prepared recommendations and guidelines to enhance application recovery times after data corruption incident.
- Coordinated with monitoring and detection teams to plan on identify and manage data corruption events.
- Performed in fully agile environment attending daily scrum calls and coordinating work per current direction of initiatives with rest of team.

Mercer Health and Benefits Administration LLC - Data Management Consultant

Norwood, Massachusetts 08/2020 - 12/2020

- Worked with HR benefit programs premium data files on behalf of major carriers.
- Prepared outbound data file configurations for clients via Oracle SQL per requirement files.
- Modified and wrote Oracle SQL scripts to develop carrier files per business requirements.
- Collaborated with data integration team to ensure correct data mapping for outbound data files.

Wells Fargo - Sr. Business System Consultant

Minneapolis, MN 02/2020 - 08/2020

- Created UAT test scripts to ensure data integrity and quality of data mapping and loading processes.
- Wrote SQL statements against Teradata databases according to specifics identified in test cases.
- Structured ALM (Application Lifecycle Management) application to manage team's testing efforts.
- Worked with ETL developers and business to grasp big picture to design effective test routines.
- Prepared BRD and FSD artifacts to communicate requirements and functional specs to stakeholders about data structures and data flow among database systems.
- Supported business continuity and disaster recovery data structures and testing for systemic risk management.

PREVIOUS WORK HISTORY - 1999 - 2020

Optum (UnitedHealth Group) - Sr. Business System Analysis Consultant

Eden Prairie, MN 09/2019 - 01/2020

- Provided data profiling, source to target mapping, and data analysis in agile environment.
- Attended daily scrum standup meetings and conducted ad hoc webex meetings with project and business team members to gather business requirements.
- Participated in user story creation and feature grooming sessions for upcoming sprints.
- Communicated daily with business to understand reporting requirements to reflect in data mapping and profiling.
- Worked with very large data sets and complex data models supporting consumer engagement platform campaign process.
- Delivered data profiling document to development team after business sign-off and provided follow-up support for any issues or questions.

Wells Fargo - Data Analyst - Database Consultant

Minneapolis, MN 03/2019 - 08/2019

- Developed Excel-based scheduling tool that facilitates business process testing activity planning.
- Built user-friendly model office week-wise activity planning and tracker tool in Access.
- Generated reports from SQL Server database and posted to SharePoint for audience to track status of each business process readiness status in conjunction with testing activities.
- Assisted project managers who overview scope activities within agile environment via weekly status reports that are used to support and track multiple teams' activities.
- Modified and improved Access training database which tracks required employee training activities and status in suite of banking topics.
- Reviewed and improved overall risk rating system which was created via extensive Excel macros.

BASF Corporation - Business Systems and Information Analyst

Shakopee, MN 11/2016 - 12/2018

- Developed self-analytics reporting tool via Excel power queries, macros, and Access database for Finance, Sales, Product Management, Pricing, R&D, and Customer Service departments.
- Interacted with SAP master data via OCEAN financials module custom designed for the company to query to extract raw data sets feeding reporting processes.
- Created back-end Access database to support business intelligence tool for daily view.
- Improved and modified Access pricing database that generates price lists for each corporate/commercial customer per product.
- Provided training sessions to field sales team members on utilizing basic SAP query tools and methods.
- Using the OCEAN (operation, cost, expenses, assets and net profit) obtained the key financial data to feed the pricig database in MS Access.

Minnesota Housing Finance Agency (MHFA) - Senior Database Consultant

St. Paul, MN 02/2015 - 11/2015

- Supported business users with Excel and Access-based reporting and tracking tools.
- Maintained VBA-driven applications and modified tools for changing business requirements.
- Worked with BA and PM to deliver solutions for changing and new business requirements.
- Created process documentations and flow charts for existing, modified, and new developments.
- Delivered customized tools for operations tracking and monitoring in Excel and Access.
- Contributed to organization-wide new data structure initiative for more robust tracking systems.

Wells Fargo Wholesale Banking - Business Systems Consultant

Minneapolis, MN 04/2014 - 09/2014

- Worked with source data to Integrated Layer mapping in iHub common data platform.
- Participated in business requirements, data quality, data profiling, and data modeling meetings.
- Worked with Oracle tables using SQL Navigator for extractions.
- Compiled data from multiple sources in multiple formats.
- Worked with data conformance and governance.

UnitedHealth Group - Data Analytics Consultant

Minnetonka, MN 09/2013 - 02/2014

- Worked with complex client onboarding configurations for incentives and health rewards programs of existing and new clients and completed data loads to Oracle tables per given requirements.
- Used data models and business rules and executed PL/SQL scripts accordingly to load tables per requirements as depicted on decision guides.
- Executed SQL Server SSIS/ETL packages via Visual Studio to load Oracle 11.g client tables in UAT and production environments.
- Coordinated unit testing and data validation efforts with offshore team and also fixed assigned defects by UAT testing team.

Prime Therapeutics - Enterprise Process Analytics Consultant

Bloomington, MN 02/2013 - 05/2013

- Streamlined and enhanced fully automated performance quality metrics reports in Excel.
- Developed pivot table and VBA-based toolkit to track discrepancies in multiple reports.
- Modified existing scorecards and dashboards via Excel macros and highly complex formulas.
- Applied enhancements to existing Excel-based toolkit that generates various automated reports.

- Reviewed existing VBA code and made requested modifications in several update routines.
- Developed new procedures for existing metric reporting system to gain operational efficiencies.
- Supported team with technical issues and worked together on standard operating procedures (SOP).
- Provided IT support to performance engineer of reporting team.

Target Corporate - Data Quality Analytics Consultant

Minneapolis, MN 10/2012 - 12/2012

- Tasked with execution and improvement of data quality processes to ensure standards for relevant, high-quality, and accessible data are met and continually improved.
- Identified root cause issues and communicated data quality issues to business partners.
- Ensured that data is consistent, available, accurate, and fit for reporting.
- Worked with data governance teams to ensure data governance requirements and standards are met.
- Monitored data quality, defined parameters for data integrity and compliance by performing data validation.
- Communicated quality metrics, issues, and resolution to business clients, serve as primary data expert on underlying business rules and data source.

UnitedHealth Group - Sr. Financial Analyst & Business Analyst

Golden Valley, MN 12/2007 - 07/2012

- Prepared actionable reporting processes to update executive dashboards for senior leadership team.
- Designed Excel-based ETL processes to support the BI-focused reporting processes.
- Delivered monthly metrics and KPI reports to track performance within agreed-upon deadlines.
- Built online navigation functionalities on SharePoint for interactive utilization of performance metrics reports.
- Wrote VBA procedures in Excel to automate updates and to add customization to reporting processes.
- Created and automated Hyperion Essbase queries to obtain data from G/L in PeopleSoft into Excel.
- Put together various data integrity procedures to ensure accurate and efficient delivery of essential updates.
- Developed MS Access database applications for billing, collections, and BI reporting users.
- Provided recommendations and commentaries for action items for key business initiatives based on analysis.
- Prototyped user requirements and prepared proof of concept samples for further discussions.
- Converted table structures, relationships, and completed data mapping process to accommodate system change.
- Documented logical data flow processes capturing essential updates in MS Visio.

GMAC-RFC/Rescap (now dba Ally Financial) - Performance Analyst
Bloomington, MN 10/2005 - 11/2007

- Created processes for measurement of mortgage servicer performance for retained risk position.
- Designed reports using Crystal Reports to display key metrics and benchmarks of servicing performance at loan level.
- Verified accuracy of all mortgage loan performance data and reported on exceptions.
- Developed MS Access database application for asset managers to monitor, analyze, and report on their findings.
- Worked with various groups to coordinate reporting on portfolio and collecting data attributes for measurement.
- Interacted with mortgage servicing partners on data feeds or data integrity issues.
- Performed routine data integration work for the incoming data sets.
- Prepared reports on nonperforming mortgage loans and worked with asset-backed securities team both in Excel and in Crystal Reports.
- Acted as liaison with IT for maintenance and development of systems and applications to create efficiencies.
- Identified pockets of portfolio with relative strength/weakness and determined root cause(s) and plan of action.

Express Scripts - MS Access Database Consultant
Bloomington, MN 09/2005 - 10/2005

- Prepared reporting database for detective reporting in order to identify incorrectly invoiced rebate transactions.
- Worked with tables housing total volume of 60 million transactions.

Ameriprise - Tax and Business Services (TBA) - Business Analytics Independent Consultant
Minneapolis, MN 03/2005 - 07/2005

- Project Deliverable: Global Financial Systems Information Management | GFS IM TREX Enterprise Net flow Initiative.
- Determined total net cash flow into company encompassing 10 different systems that feed one database called TREX for entire company (AEFA).
- Prepared Access SQL statements and submit to SAS programming team to be incorporated into SAS routines.
- This tool was intended to be used as gauge to measure performance of all financial advisors in the field in order to compensate them based on their net contribution to company.
- Identified trigger transactions on database according to business rules.

General Mills - MS Excel Developer Contract
01/2005 - 03/2005

- Developed Excel-based project management tool called Critical Path to be utilized via SharePoint by 1000 plus users to monitor new product launch process via Windows SharePoint on corporate intranet.

General Mills - Information Specialist & Master Data Consultant

Golden Valley, MN 03/2004 - 10/2004

- Provided technical and analytical support for International Export Supply Chain division through creation and implementation of user-developed databases and/or reports using MS Access.
- Created, maintained, and requested master data records stored and processed in SAP R/3.
- Leveraged data tools primarily MS Excel 2000 extensively including VBA macros to analyze SAP and legacy systems data to assure compliance with business processes and high level of data quality.
- Designed and maintained department web content utilizing Microsoft FrontPage 2000 and utilizing MS SharePoint in conjunction with this website to facilitate pulling online documents with ease for customer service reps and managers.

Wells Fargo Home Mortgage - Operations Data Analytics Contract

Minneapolis, MN 10/2003 - 01/2004

- Maintained, modified, and improved MS Access database to support compliance teams for daily testing on sampled closed loans for data integrity and accuracy.

Wells Fargo Home Mortgage - Mortgage Closer Specialist

Minneapolis, MN 09/2002 - 09/2003

- Performed as Subject Matter Expert in mortgage closing area providing assistance to new team members.
- Worked on mainframe-based LPS (Loan Processing System).
- Provided customer service for approved mortgage loans primarily for refinances.
- Coordinated mortgage closing between customer and closing agent.

US Bank - Reporting Analytics Contract

St. Paul, MN 02/2002 - 06/2002

- Provided spreadsheet support for ad hoc data analysis requests in Excel.
- Developed MS Excel-based tool to assist process of reporting remaining eligible funds to appropriate states.

US Bank - Product Analyst

St. Paul, MN 11/1999 - 09/2000

- Maintained and improved payment protection sales tracking database in MS Access 97.
- Designed SQL procedures to pay sales commissions for participating bankers.
- Provided weekly standard and ad hoc reports for end users showing weekly sales.
- Designed Access database to keep track of cancellation rates on credit insurance plans.
- Developed Access database reporting application to keep track of quarterly marketing campaigns.
- Supported 25 end users for Access reports and general database end-user problems by phone and on-site.

National Car Rental Systems (NCR) - Financial & Technical Analyst

Edina, MN 04/1999 - 11/1999

- Worked closely with corporate accountants to enhance corporate unit cost model.
- Supported activity-based costing project with Access SQL
- Collected information from cross-functional departments for data requirements and analysis.
- Migrated data from Access into Oros ABC software via MS ODBC
- Performed statistical modeling for unit cost structure of rental operations.
- Compiled financial data from corporate GL residing in Peoplesoft using People Tools SQL.