

SUMMARY

- Utilize and expand my analytical, coding and presentation skills by working with data in new subject matter areas.
- Strong analytical, communication and technical skills; supported various data analysis roles, including all aspects of the data pipeline and handling personally sensitive information.
- An active team member with a holistic approach who supports the team's objectives and its members.
- Extremely quick learner committed to quality work; always willing to take on new tasks.

EXPERIENCE

Comcast Corporation, Englewood, CO

Feb 2001 to Feb 2020

Sr. Data / Technical Analyst

- Developed and executed SQL statements, including DDL/DML, and PL/SQL code in an Oracle 10g database containing over 35 TB of data.
- Developed, maintained and executed the SQL and PL/SQL for Comcast's executive revenue summary reporting; maintained over 80 GB of summarized data for this task supporting financial analysis at the subscriber level.
- Provided the analysis and data supporting Comcast's \$100 million annual wholesale carrier expense allocation process across all Comcast telephony markets for over 7 years.
 - Developed and executed SQL Loader and UNIX shell scripts supporting the management of 13 long distance carriers' call records. Developed loader scripts for 11 carriers within a 9 month period.
 - Managed files containing over 150 million long distance call records from 13 different telecommunication companies over a two year period, approximately 30GB per month.
- Developed an end-to-end mediation-to-billing usage reconciliation audit.
 - Identified VoIP usage file mediation system issues; worked with the production staff on identifying problems and verifying corrections.
- Supported the wholesale carrier invoicing group by providing an ongoing analysis on VoIP call detail records and EMI messages at the jurisdiction, rate center and operating company level.
 - Saved the company millions of dollars in interconnection disputes and overbilling charges.
 - Supported VoIP mediation rules changes which decreased exposure to additional disputes.
- Developed various audits supporting finance, marketing and engineering departments.
 - Cohort VoIP new connect customer utilization, VoIP product utilization, Pre-Paid HSD/Video product, 800 Number expense validation & allocation, 800 Number monthly recurring charges
- Over 8 years of experience working with CSG and Amdocs (DST/DDP) end user customer billing data.
- Developed and executed a successful analysis which utilized 20 million call records to confirm Comcast's decision regarding their initial VoIP telephony long distance providers.
- Involved with fraud research on customer orders; supported a fraud monitoring system.
 - Maintained and utilized customer order information for executive level fraud related activities.
 - Served as the liaison between management and Equifax.
 - Prepared executive level reports for Comcast's Finance & Accounting organization.
 - Handled sensitive PII data in addition to network and billing usage data.

EXPERIENCE (continued)

New Global Telecom, Inc., Golden, CO

Oct 2000 to Jan 2001

Switch Database Technician

- Worked with gateway international long distance translation/routing tables.
- Performed routing case changes for AT&T international dialed traffic.
- Built and maintained B-Number tables and routing cases in the Ericsson AXE switch.
- Assigned devices to routes, blocked routes and performed other trunk related maintenance as required.

EMPLOYMENT HISTORY (additional information available upon request)

U.S. Postal Service, Assistant Rural Carrier, Morrison, CO

Feb 2020 to present

Xcel Energy, Plant Specialist, Keenesburg, CO

Feb 2020 to Jun 2020

Comcast Corporation, Sr. Data/Technical Analyst, Englewood, CO

Feb 2001 to Feb 2020

New Global Telecom, Inc., Switch Database Technician, Golden, CO

Oct 2000 to Jan 2001

MCI WorldCom, Sr. Data Analyst, Richardson, TX

Apr 1998 to Oct 2000

EDUCATION

Southeast Missouri State University, Bachelor of Science, Mathematics

May 1988

TECHNICAL SKILLS

SQL and PL/SQL languages

PL/SQL Developer

TOAD software

UNIX (basic shell scripting)

SQL Server

Teradata

Lavastorm (originally Martin Dawes analytics, now InfoGix Data 360) MS Office

MILITARY SERVICE

- **United States Navy from August 1988 to March 1994.**
- **Nuclear machinist mate assigned to the U.S.S. Virginia CGN-38 from April 1990 through March 1994.**
- **Naval Schools:**
 - Nuclear Power Training Unit, Windsor, CT
 - Naval Nuclear Power School
 - Machinists Mate Nuclear Field 'A' School
 - Gage Calibration School
- Honorable Discharge on March 16, 1994.
- Letter of Commendation, Commander, Cruiser-Destroyer Group 12, October 1992
- United States Navy Good Conduct Medal, August 1992
- National Defense Service Medal, March 1991
- Supervisory Positions:
 - Nuclear Quality Assurance Inspector
 - Steam Plant Work Center Supervisor
 - Gage Calibration Work Center Supervisor
- Forward engine room's steam plant work center supervisor; supervised twenty steam plant mechanic's maintenance activities; achieved a 93% rating during the July 1992 steam plant maintenance inspection.
- Gage calibration work center supervisor from 1993 through 1994; completed a successful gage calibration audit in August 1993.
- Completed all engineering and non-engineering qualifications under extreme working conditions at sea and in port.
- Supervised three reactor plant servicing gear inventories; located lost equipment, saving the ship's engineering department several thousands of dollars.
- Mentored and trained new machinist mates on engine room equipment and machinery (s/u and s/d), safe practices and watch standing principles.
- Performed routine and emergency maintenance on various engine room components, including condenser cooling pumps, potable water pumps, air compressors, distilling unit, steam valves, condenser return pumps and hotwell regulation valves.