Robert Smith

Business Production Analyst

CONTACT DETAILS

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PERSONAL STATEMENT

Production Analyst with experience in Business and Data Analysis, Production monitoring, Software Quality Assurance, and Automated Software Testing, Preparation of data, Creation of test plans and test cases. Experience with analysis, design, and development of a Business Intelligence solution using Tableau Desktop, Tableau Server. Experience in configuring reports from different data sources using data blending esp. on Vertica, Teradata.

WORK EXPERIENCE

Business Production Analyst

Bank Of America - June 2017 – March 2018

Responsibilities:

- Applied continuous improvement tools (statistical process control charts and Pareto charts) and implemented the process.
- Accomplished knowledge-based analysis to recognize ship production trends, provide forecasting, and.
- Responsible for measuring and reporting production statistics, as well as investigating errors within reports.
- Specific duties included completing weekly, monthly, quarterly, and YTD production reports.
- Responsible for tracking efficiencies, entering documents into IQMS, assisting with engineering change orders and trials, and full inventory control.
- Monitored the invoice capture of two third-party processing teams to ensure accuracy using Zendesk and Outlook to create vendor level tickets when basic corrections are needed.
- Created RMS tool to route and resolve sales/customer service requests regarding production.

Production Analyst

ABC Corp - September 2016 – May 2017

Responsibilities:

- Thoroughly understood business practices and procedures in order to design, develop and maintain automated workflow processes.
- Worked with knowledgeable persons throughout the Agency and its partners to help define user needs and develop data processing solutions.
- Analyzed and troubleshoot ERP system issues reported by end users.
- Designed, developed and maintained reports used by technical staff and ERP systems users.
- Coordinated production workflow for one or multiple products.
- Planned and prioritized operations to ensure maximum performance and minimum delay.
- Monitored jobs to ensure they will finish on time and within budget.

SKILLS

Informatica Power Center, Altova XMLspy, Clarity, Autosys Languages HTML, JavaScript, VBScript, VB.NET, ASP, .NET, J2EE,C, C++, PL/SQL

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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Education

Bachelors Degree - 2015 (Kakatiya University)

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