

CLIENT NAME, MBA, CSP-PO, CSM

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DIRECTOR, DATA ANALYTICS

Fostering business innovation, program efficiency, and agility through dynamic leadership and vision.

Innovation-oriented Data Analytics Executive offering extensive experience in driving efficiency and process improvements in a variety of environments, bringing all stakeholders and levels of the organization together, and introducing new, faster ways of achieving results. Excellent skills in identifying pain points and executing solutions that surpass deadlines and expectations. Collaborative, people-focused leader who develops teams' creative and innovative capacities and allows for exploration.

A natural ability to forge productive relationships and save costs. A reputation for decreasing administrative burden, eliminating low-value agreements, enabling multimillion-dollar ROI, and reducing annual expenses through strategic planning and opportunity identification.



Innovative Initiatives • Strategic Planning • Team Management
Strong Communication • Stakeholder Relations • Customer Success
Organization • Revenue Retention • World-Class Onboarding • Change
Management • Global Compliance • Management & Governance •
Operational Risk • Control Implementation • Remediation Efforts

- **Data Analytics:** Hadoop, R, SAS, Apache Kafka, Clustering, Regression, Decision Tree Analysis, Time Series Evaluation
- **Software Development:** Agile, Scrum, Kanban, Waterfall, Jira, Confluence, Teamwork, SAP, Trello
- **Software:** Kano Analysis, Design Tree Analysis, Customer Journey Mapping, Product Road Mapping
- **Online Monitoring:** Advanced Pattern Recognition, Physics-Based Calculations, Conservation of Energy, Dashboards
- **Web Design:** HTML, CSS, JavaScript, Adobe Illustrator, InDesign, Dreamweaver, Sublime, WordPress

"When I look at prospective employees, I value individuals that challenge the status quo and then execute. Since coming to EPRI, Client has proposed, gotten consensus on, and then carried through on items such as a radically new product format that has been adopted across much of EPRI, as well as Agile software development methods. Client combines the vision, innovation, and project management skills necessary to identify the issue, communicate the problem, develop the solution, build consensus and then complete the product." ~Robert A., Program Manager

Professional Experience

COMPANY • PRINCIPAL TECHNICAL LEADER, PRODUCT OWNER • Dallas, TX • May 2017-Present

In a dual role, oversee software development for long- and short-term planning for equipment reliability and maintenance in a nonprofit organization conducting research and development related to generation, delivery, and use of electricity. Ensure time and cost savings while steering an integrated monitoring diagnostics portfolio. Assist utility partners in moving from time-based to condition-based maintenance; ensure catastrophic failure avoidance and thermal efficiency improvements. Spearhead strategic planning, innovation, product development, technology integration, process improvement, performance optimization, forecasting, and budgeting. Oversee \$6.5M portfolio and lead of team of 16. Slash downtime, save fuel, and propel efficiency.

- Surpassed the original software development estimate of 9-months by applying Agile methodology and installing 60+ features in just 8 weeks, catapulting unique users 400%, and overall usage from 4/month to 4/day.
- Accelerated access to research information by developing continuous online monitoring quick guides (10 pages each) with step-by-step maintenance instructions for each component. Slashed 2-day training down to 45 minutes with a software application based on these guides.

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- Maintenance costs went down \$1.2M annually across 6 departments at one utility.
- Reduced maintenance costs by \$2.5M with 24 new ‘Innovation Center for Excellence’ products.
- Cut annual expenses by \$120K by reviewing and terminating low-value, costly legacy contracts.
- Curtailed YoY development costs by \$150K with in-house Agile software development program.
- Slashed redundancy by 66% in 26 weeks via product grouping and data flow mapping.
- Driving a new project management strategy, accelerated contract lead time by 75%, saved \$130K YoY.
- Paved the way for \$330K in annual sector revenue by launching 1st EPRI Data Analyst Credentials program.
- Orchestrated semi-annual fleet-monitoring conference.
 - Grew audience by 150%, ROI by \$60K annually.

➤ Enabled \$2M+ cost savings over 2 years.

➤ Paved the way for \$160K annual savings with a zero-risk preventive maintenance reduction program.

COMPANY • OPERATIONS MANAGER • Dallas, TX • April 2007-October 2016

Oversaw strategic planning, operations, talent development, and performance optimization of a \$5M Monitoring and Diagnostics center, responsible for 13 plants. Steered reporting, compliance, software design and engineering; led a team of 13 direct reports. Used a broad range of data analytics tools, big data systems, and thermal efficiency software to diagnose power plants for critical equipment. Identified thermal efficiency gains and failures to achieve condition-based maintenance.

- Advanced the monitoring center from day shift to 24/7 operation and implemented new hardware and software apps.
- Pioneered special projects, including marketing, business case development, and internal enterprise application design.
- As interim digital marketing manager, created an online portfolio from the ground up in just 6 months. Launched a new website, developed success stories, and sent automated newsletters to customers.
 - Expanded audience reach by 4,000%+ within 6 months.
 - Authored Success Story ad campaign; grew sales funnel volume by 200% and enabled \$3M revenue growth.
- Invited by leadership to map out commercial operations for internal monitoring center. Led a team of engineers on a 30-day business case development effort. Recommended pricing, identified legal aspects, and drafted contracts.
 - Fostered \$2.4M revenue growth over a 3-year period as a result.
- Initiated design and development of an internal enterprise application to monitor changing conditions for power plants. Presented a white paper to SVP, gained support.
 - Successfully led a team in developing the app that is still in use.
 - Boosted efficiency by 23%, saved \$65K over 4 months.
- Replaced overly complicated master spread sheet with 2 data bases (still in use); slashed ineffective reliance on Word and Excel.
 - Achieved 100% TCEQ compliance and avoided \$500K+ fines by developing DFW Area NOx Monitoring Program.
 - Upgraded 400+ P&IDs, installed 26K+ tags, prevented \$660K+ waste over 3 years.
 - Curtailed error rate by 36% and prevented \$2M+ power replacement by deploying procedure adherence program.

Innovative, Efficiency-Focused Improvements	Software Design Projects
Regulatory Compliance	Cross-Functional Team Management

Earlier Roles: Unit Supervisor, Senior Reactor Operator, Exelon Nuclear • Quality Assurance Specialist, Schulz Electric • Machinist’s Mate, Ship Diver; MM2 (ss/dv), United States Navy

Education & Certifications

- Master of Business Administration**, University of Texas, Dallas
- Master of Science, Information Technology & Management**, University of Texas at Dallas
- Bachelor of Science, Nuclear Technology**, Excelsior College (Cum Laude)
- International Society of Automation (ISA) Power Industry Division (POWID) Nuclear Track Chairperson
- Certified Scrum Professional – Product Owner, Scrum Alliance
- Certified Scrum Master, Scrum Alliance
- Certified Procedure Writer, Procedure Professional Association
- Certified Six Sigma Black Belt, Aveta Solutions