

Joe Jobscan

Seattle, WA 98101
(555)555-5555

joejobscan@jobscan.co
[linkedin.com/in/joejobscan](https://www.linkedin.com/in/joejobscan)

DATA ANALYTICS LEADER | SYSTEMS PROJECT MANAGER

SKILLS

- Data Quality Analysis, Preparation, and Modeling
- Business Metrics and Dashboards
- Business Intelligence and Analytics
- Executive Management Presentations
- Process Improvement
- Project Management
- Change and Incident Management
- Portfolio and Resource Management
- Certified SAFe Agilist (SA) / Practitioner (SP)
- Scrum Master

TECHNICAL SKILLS

Microsoft Office (Advanced MS Excel, VBA Scripting), SharePoint (Web Part Development), Tableau, JIRA, MIRO, Alteryx, Qlik, Clarity, Planview, Remedy, Computer Science

EXPERIENCE

Cardinal Health, Dublin, OH

03/1998 – 03/2020

Manager, Decision Support Measures and Metrics, 08/2017 – 03/2020

Facilitate development of key dashboards by gathering requirements, performing inventory and data quality analysis, identifying and recommending options for improving existing reporting solutions, and developing business requirement materials, including data visualization (wireframes).

- Serve as Scrum Master for the Agile Transformation team. Lead daily stand-ups and scrum ceremonies, work closely with Product Owners to develop and maintain project backlogs, and remove problems and team impediments to ensure that the highest business value user stories are delivered to the customers.
- Track and report on real-time performance metrics in JIRA such as velocity, burn up/down charts, and sprint reports to allow teams to closely monitor productivity over time and provide insight and transparency to the progress of features/stories across the Agile Release Train (ART).
- Support strategic direction by identifying success factors and measurements of continuous improvement and changes in culture through conducting surveys that provide insight to teams' and customers' overall satisfaction, includes Net Promoter Score (NPS) survey question.
- Develop new Tableau and Excel dashboards that provide greater visibility into critical areas such as Cybersecurity, Business Impacting Events, and Project and Portfolio Management.

Business Systems Analyst 3, 06/2009 – 08/2017

Led offshore technical team that provided technical support related to dashboard development using Qlik, including setting up data sources using data modeling tools such as Alteryx, writing complex SQL queries, stored procedures, database tuning, query optimization, and resolving key performance issues.

- Collaborated with technical groups in leveraging existing tools to support reporting needs, managed and acted as point of contact for offshore dashboard developers, worked with system subject matter expert in creating datasets to be used as sources for data visualization tools,

performed dashboard and data quality assurance before stakeholder acceptance review, participated in the implementation/rollout, and provided post-production support of data reporting solution.

- Facilitated design, strategy/planning, and execution of the migration of existing dashboards from Qlik to Tableau with no impact to business operations. Conducted comparison analysis of features and functionalities between the two systems to determine the best path forward.
- Researched, developed, and provided directional rate analysis of identified suppliers against Gartner labor rates for Developers, Project Management, and Program Management.
- Functioned as the subject matter expert during the requirements definition effort in the implementation of Clarity.

Project Manager (Systems) 1, 08/2003 – 06/2009

Worked in partnership with business leaders in determining enterprise requirements and executive stakeholder needs for the design, development, implementation, and operation of an enterprise-wide IT Portfolio / Program Management system and strategic technology Centers of Excellence.

- Assisted with the design to simplify method for consolidating inventory of projects within Planview and integration of time records to update work plans with actual effort and progress to-date.
- Functioned as liaison between Business Partners and Corporate IT leaders for IT portfolio collection and data analysis by engaging project leads from all business units to assist with providing an inventory of all IT spend.
- Defined, developed, and generated management data reporting on portfolio investments and Centers of Excellence by developing and providing executive management presentations, which included detailed analyses from project inventory data.
- Developed and implemented dashboard financial charts for service offerings.
- Assumed accountability for the Business Request (BR) receipt to the routing process, successfully maintaining and improving metric turnaround commitments by routing BRs within 0.8 days vs. previous target of 1.0. Successfully managed and processed 23% increase in BR inflow.

Technical Writer 1, 03/1998 – 08/2003

Responsible for planning, developing, organizing, writing and editing operational, software, maintenance, test procedures and manuals.

- Developed and published operational procedures used for standard business practice.
- Created Operational Run Book used throughout the McKesson Technical Services organization.
- Designed and built Microsoft Access databases used for hardware and software asset tracking.
- Calculated system availability on a weekly and monthly basis.

EDUCATION

University of California, Berkeley, Berkeley, CA **08/1993-06/1997**
BA in Computer Science

CERTIFICATIONS

Agile Software Development – Certified SAFe Agilist (SA)
Agile Software Development – Certified SAFe Practitioner (SP)
SharePoint 2010 Administrator – Training and Certification 3
Tableau Software – Training on Business Intelligence and Analytics