Curriculum Vitae

Personal

Name	**Alex Frankle**
Address	**2693 Wentworth Street, 29403 Charleston, NC**
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Resume objective

Inspired and results-driven business intelligence analyst with 8+ years experience in finance and banking sectors. I hold a Bachelor's degree in Computer Science. Focusing on business needs and process improvements I manage the full life cycle of each project engaging end-users and stakeholders. Most notable achievement: redesigned online system allowing clients to contact account managers directly. Results: 120% increase in query resolution within 72 hours and 95% customer satisfaction on survey results.

Work experience

Sep 2015 - Present

Business Intelligence Analyst

Wells Fargo Bank, Charleston

- Managing full life cycle of projects from discovery to planning, implementation and delivery
- Maximizing business intelligence tools to detect source of challenges faced by end-users
- Data collection and analysis to identify process improvement opportunities
- Recognizing and recommending requested improvements to stakeholders
- Identifying suitable data sources, extracting data and developing integrated solutions
- Constructing business intelligence solutions around business needs and goals
- Developing and maintaining enterprise data architecture roadmap
- Compiling and presenting findings to senior management and business stakeholders
- Maintaining long-term relationships with business partners to develop business interests
- Creating data visualizations to involve and educate business partners
- Collaborating with cross-functional teams to ensure even workflow and relational outcomes
- Ongoing training of business users in data modeling tools to create ad-hoc reports

Feb 2014 - Aug 2015

Junior Business Intelligence Analyst

Bank of America, Charleston

- Assisting ad-hoc in all phases of business intelligence projects as needed
- Cleansing, de-duplication and harmonization of data across systems
- Supporting team members with work processes to meet business goals

Education and Qualifications

Aug 2013 - Dec 2014 | **MBA Banking and Finance**
University of North Carolina, Charleston

Aug 2008 - Dec 2012 | **Bachelor of Science in Computer Science**
University of North Carolina, Charleston

Courses

Apr 2018 - May 2018 | **SAS Big Data Certification**
NYC Data Academy

Sep 2016 - Jul 2016 | **SQL BI Certification**
Microsoft

Skills

SQL server ● ● ● ● ●

Data visualization ● ● ● ● ●

MS Excel ● ● ● ● ●

MS PowerPoint ● ● ● ● ●

SAP ● ● ● ● ●

SAS ● ● ● ● ●

Tableau ● ● ● ● ●

COGNOS ● ● ● ● ●

Communication & presentation ● ● ● ● ●

References

Wells Fargo Bank | **Shane Davis**
(843) 123-0000
sdavis@sample.com

Bank of America | **Irene Willaims**
(843) 234-0000
irenew@sample.com