

VP OF DATA SERVICES

Track record of successfully architecting intelligent automated solutions through thought leadership while mentoring and motivating staff to perform at their peak.

Results-driven Data Services Executive with proven accomplishment delivering world-class solutions by finding ways to monitor & grow the client's business through systematic and continual support. Skilled at effectively collaborating with the executive team and client leadership team to establish key business strategies, design learning/test plans, establish and report on key performance metrics, with aim at maintaining healthy growth of our clients. Able to provide business leadership to help guide sound business decisions and develop client objectives through benchmarking principles, market/economic analysis and key performance metrics to assure clients achieve/exceed required results.

HIGHLIGHTS OF EXPERTISE

- Data Science
- Robotic Process Automation (RPA)
- Database Administration
- Strategic Planning & Analysis
- Process Improvements
- Organizational Restructuring & Development
- Technology Management
- Training & Development
- Data Analysis & Conversion
- Key Client Relations
- Communication & Liaising
- Service Delivery

CAREER SUMMARY

CONFIE SEGUROS, Los Angeles, CA

VICE PRESIDENT, DATA SERVICES (September 2012 to Present)

Consolidate DBA staff across the entire organization, build processes and procedures and company standards as well as set the overall cadence and trajectory for the department. Manage a team of developers that support the Data Services and Business Intelligence initiatives with strong expertise in Data Science, Data Warehouse, Data ELT/ETL, Governance, and ETL monitoring. Review processes of different individuals in different departments to identify opportunities for process and workforce automation to gain efficiencies. Act as code review and change management approver for all artifacts submitted to change management system that impact production databases and environments. Employ performance tuning techniques, self-healing ETLs, and Data Governance monitoring solutions to reduce production performance issues. Suggest, rewrite, and implement changes to new and existing stored procedures to optimize querying of data and to reduce run times for a better user experience.

- ♦ Identified the need, conceived the idea, and prepared presentation and business cases for proposal to executive leadership; co-created the Business Intelligence and Analytics (BIA) department and secured placement on the corporate key initiative roadmap.
- ♦ Built data roadmap to bring organization through the phases of the data maturity model and continue to execute on those that is transforming us into a data driven organization
- ♦ Created the data migration department, architected the data migration solution, and implemented and continued to execute a data migration strategy for bringing data to a common Agency management system from various legacy systems acquired through acquisitions.
- ♦ Created automated process to update our centralized agency management system policies through web scraping ensuring over 99% of our policies are updated within seven days of agency data. This was developed at a cost avoidance of over \$2.5 Million per year.
- ♦ Was sought after by the organization for my ability to architect innovative solutions to solve a policy reconciliation issue that was discovered to be generating losses over \$9 Million per year. Architected a system agnostic solution that is identifying reconciliation issues and queuing them to be resolved. The platform is so successful that it is being assessed to perform in other functional business units such as Accounting and QA.

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WELLS FARGO, Stevenson Ranch, CA**TECHNICAL IMPLEMENTATION MANAGER** (August 2011 to September 2012)

- ♦ Served as the final escalation point to assist Technical Engineers on finding and resolving escalated data migration issues.
- ♦ Oversaw various technical implementations for conversion and implementations teams.
- ♦ Sustained forward momentum of conversion test cycles by organizing and managing team activities.
- ♦ Reviewed data migration scripts and tools, identified bottlenecks, formulated and implemented a plan to optimize the code and reduced the runtime of the go-live migration tool by 90% allowing the reduction the deployment timeline from 5 years to 1 year and reducing the budget by \$25 Million.

X-DIMENSIONAL TECHNOLOGIES, Brea, CA**MANAGER, DATA CONVERSION** (November 2002 to February 2012)

- ♦ Administered the Data Conversion department and reverse engineered legacy agency management system databases.
- ♦ Mapped legacy data and created stored procedures to convert data to new system.
- ♦ Invented the process for data conversion databases and procedures while providing direction pertaining to workflow to ensure the proper elements get addressed in the correct order.
- ♦ Suggested and implemented ways to provide optimization to existing stored procedures to cut down on conversion time.
- ♦ Managed conversion timelines and kept team members on task for pending items.
- ♦ Created Professional Services within the migration process to charge existing customers for services outside of pre-packaged conversion scope; transformed the department from a cost center to a revenue center.

REALTY TRAC, Irvine, CA**OPERATIONAL DATABASE ADMINISTRATOR** (June 2006 to August 2006)

- ♦ Maintained operations databases and performance tuned database queries.
- ♦ Identified the annual overbilling of over 500K each year and as a result developed a reconciliation system that helped in determination of billed information.
- ♦ Improved data flow to Yahoo which increased property placement acceptance rate from 30% to 100%.

ADDITIONAL EXPERIENCE

Technical Support Specialist (August 2001 to October 2002) ▪ Mercury Insurance, Brea, CA

Auditor - Billing (July 1997 to August 2001) ▪ Premiere Insurance Replacement Service, Santa Fe Springs, CA

Claims Adjuster (December 1993 to July 1997) ▪ 21st Century Insurance, Brea, CA

Fitness Manager (November 1992 to December 1993) ▪ Nautilus Aerobics Plus, Pasadena, CA

Policy Underwriter (July 1989 to November 1992) ▪ Mercury Insurance Group, Brea, CA

EDUCATION

MASTER OF BUSINESS ADMINISTRATION, MANAGEMENT
California State University, Fullerton, California

BACHELOR OF SCIENCE, COMPUTER SCIENCE
California State University, Fullerton, California

TECHNICAL PROFICIENCIES

tSQL, Microsoft SQL Server 20XX, SQL Server based ETL, Tableau Desktop, Tableau Server, VBA, VB.NET, Visual Basic 6.0, C++, C#.NET, XML, MS Office Products