**Ryan C. Frazier**

**Business Intelligence Professional**

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**OBJECTIVE SUMMARY**

Highly motivated and technically-minded professional with hands-on experience in requirements gathering, writing complex SQL queries, and developing Power BI dashboards & reports. Knowledgeable in data analysis, data modeling, ETL processes, and designing advanced data visualizations. Seeking a challenging role that leverages my technical expertise, problem-solving abilities, and dedication to company objectives and career growth.

**EDUCATION**

***M.S. –* *Management Information Systems***  **Jan 2023 – Mar 2024**Lamar University, College of Business *Beaumont, TX*

* 3.90/4.00 Cumulative GPA
* *Activities/Awards:* Association for Information System Professionals Student Chapter
* *Relevant* *Coursework:* Business Intelligence, Data Mining & Predictive Analytics, Database Management Systems, Enterprise Resource Planning, Healthcare Informatics

***B.B.A.* *–* *Management Information Systems* Jan 2019 – Dec 2021**University of Houston-Downtown, Davies College of Business *Houston, TX*

* 3.21/4.00 Cumulative GPA
* *Activities/Awards:* Dean’s List (Fall 2021), Management Information Systems Student Organization
* *Capstone Project:* Implemented a database-driven appointment scheduling application for a Houston client.

**SKILLS & COMPETENCIES**

**Technical Skills:** DAX, MS Excel, MS SQL Server, Power BI Desktop, Power BI Service, Salesforce, Snowflake, SQL, T-SQL, Tableau Desktop

**Certifications:** Microsoft Certified: Power BI Data Analyst Associate

**PROJECT PORTFOLIO**

***Sales Performance Report & KPI Scorecard in Power BI***

* Developed interactive report featuring advanced visualizations, seamless design, and dynamic interactivity, enabling streamlined monitoring of sales performance against growth targets and benchmarks.
* Utilized data modeling and optimization techniques to reduce model size and increase report responsiveness.
* Established automated data refresh schedules and implemented row-level security measures.

**Portfolio Website:** https://mavenanalytics.io/profile/Ryan-Frazier/184050037 (*for all Power BI report samples*)

**Work Experience**

**Caterpillar, Inc., Oil & Gas Division****May 2021 – Aug 2021**

***Business Process Analyst Intern***  *Houston, TX*

* Gathered requirements from cross-functional teams and stakeholders to ensure alignment with business needs and project specifications.
* Enhanced inventory management strategies by validating future oil and gas engine overhaul interval data.
* Implemented executive KPI scorecard and aftermarket services growth template in Power BI to promote sales funnel management for a 10% year-over-year industry growth plan.
* Extracted aftermarket parts and services sales data from Snowflake data warehouse and developed Power BI dashboard to display dealer inventory insights.

**The Pool Management Group, Inc.** **Apr 2022 – Jan 2023**

***Operations Manager*** *Houston, TX*

* Managed, trained, and mentored supervisor team to uphold highest standards and quality control of staff conduct and customer service. Achieved year-end customer retention rate of 92%.
* Streamlined delivery demand forecasting by reducing pool sanitizing agent supplier lead times by 35%.
* Managed customer invoicing lifecycle and ensured timely receivables across assigned organizations.
* Assisted with development of operational standards and strategic business goals.

***Supervisor & Lifeguard Instructor*** **May 2018 – Apr 2022**

* Trained and certified approx.1000 lifeguard candidates in first aid, water-rescues, and life-saving techniques using American Red Cross standards.
* Supported operational quality of high-profile contracts and maintained customer satisfaction rating >95%.
* Ensured compliance with state safety regulations through facility audits, maintaining a 100% passing rate.
* Performed routine chemical checks and troubleshoot pool pump systems and equipment malfunctions.

**Publix Supermarkets, Inc.** **Nov 2014 - Aug 2017**

***Certified Pharmacy Technician*** *Huntsville, AL*

* Utilized pharmaceutical software to manage and retrieve technical information, patient and prescriber data, drug selection, prescription interpretation, and insurance billing.
* Researched and resolved dosage conflicts, billing errors, insurance issues and other matters to ensure patient safety/wellness and build customer loyalty.
* Collaborated alongside registered pharmacists and other technicians to manage a $1,000,000 inventory.