

JAJUAN WARREN

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BUSINESS ANALYST / IT PROJECT MANAGEMENT PROFESSIONAL

Project Management | Strategic Planning & Analysis | Process Improvements | Data Visualization

Detail-oriented Business Analyst with a verifiable track record of managing complex IT projects and exceeding expectations. Practiced in clarifying business requirements, performing gap analysis between goals and existing procedures, and designing process and system improvements that drive increased productivity and reduce costs. Adept in leading teams and collaborating cross-functionally to define, develop and oversee processes and procedures to improve productivity, efficiency and accuracy, along with providing guiding and supporting the full lifecycle of analytics projects. Excel in managing the gathering, organization, interpretation, and analysis of various types of data. Recognized for capacity to foster and strengthen relationships with stakeholders, and clients through consistently delivering clear communications. Skilled at consulting with business clients to design dashboards using OBIEE/Tableau that enable users to easily access and understand complex data sets.

Core Competencies

- Data Analysis
- Data Mining
- Data Quality Assurance
- Database Design & Management
- Business Intelligence (BI)
- Risk Management
- System Administration
- Data Warehousing
- Regression Analysis
- Dashboard/Report Design
- Team Leadership/Training
- Cross-Functional Collaboration

Professional Experience

Jan 2013 – Present • COX COMMUNICATIONS • Atlanta, GA

Cox Communications is the sixth-largest multichannel video service provider in the US by total subscribers.

Lead Data Analyst – ACOE

Play a key role steering teams in the delivery of Data Analysis support, critical to advancing business efficiency, growth and profitability. Define, develop and oversee processes and procedures to improve department productivity, efficiency and accuracy. Provide support to the full life cycle of analytics projects from ideation, hypothesis generation analytic method design, and data assembly/validation, to model development, model training, and model productionalization.

- *Efficiently develop tools structures and reports including scorecard for efficient tracking.*
- *Identify, prepare, and evaluate datasets for deriving insights to business problems.*
- *Develop insight into business problems leveraging skills in SQL and ETL development and R and Python development selecting models best suited to address given problem set and translate insights into presentations and overviews.*
- *Expertly design effective visualizations using BO, OBIEE, and Tableau to develop interactive dashboards with advanced features and calculations.*
- *Effectively work with large data sets, including managing data gathering, cleansing, analyzing and summarizing.*
- *Drive project milestones to completion, establishing and enhancing partnerships and lead activities which operationalize key findings.*
- *Liaise with key stakeholders across Cox Communications to ensure appropriate delivery of analytics.*



Oct 2005 – Apr 2013 • COX COMMUNICATIONS • Atlanta, GA

Analyst / Visualization Engineer III

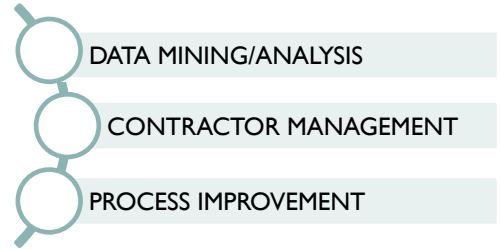
Built and led team, driving high performance in the delivery of reporting and process improvement utilizing six sigma methodologies. Steered provision of scorecard and reporting, along with supporting Network Operation Center and 8 systems nationwide.

- *Oversaw contractors gathering business requirements, developing design, conducting testing and implementing new Business Objects application.*
- *Acted as OBIEE SME providing support for training and technical issues, company-wide for 2 subject areas.*
- *Skillfully and effectively developed physical, business, and presentation layers of OBIEE repository with star and snowflake schema.*
- *Successfully steered completion of Green Belt Six Sigma project that delivered a 30% improvement in time required to notify metric.*

Jan 1995 – Jan 2005 • **COMCAST CABLE** • Atlanta, GA
Business Analyst

Applied business and data analytical skills and utilized applications such as SQL Developer and Excel to perform various reporting, data mining, and analysis functions. Supported Director and 4 supervisors of the Operations Center through the provision of administrative and analytical support.

- *Played a key role facilitating implementation of new procedures and process improvement plans.*
- *Continuously contributed to process improvement efforts including streamlining process for data input of Monthly Operation Report.*
- *Effectively created contractor/technician report to enhance efficiency and accuracy in the tracking of performance, repeat trouble and rebate dollars.*



Education

MASTER'S DEGREE, INFORMATION TECHNOLOGY • **American Intercontinental University, Atlanta, GA**
Summa Cum Laude

BACHELOR'S DEGREE, BUSINESS ADMINISTRATION • **Shorter College, Atlanta, GA**
Cum Laude

ASSOCIATE'S DEGREE, ACCOUNTING • **Chattahoochee Technical Institute, Marietta, GA**
Cum Laude

Professional Training & Certification

Six Sigma Greenbelt Certification
Introduction to Statistical Process Control (SPC)
Charting Statistical Process
Project Management Fundamentals
BASE SAS Programming 1&2
Data Science with R
Informatica 8.6
Business Objects
Oracle BI Suite 10g, 11g
Tableau – Advanced Course
IBM Data Science Professional Certificate
Coursera: Business Statistics

Technical Skills

SQL Developer-PL/SQL, SharePoint, Tableau 2018, JIRA/AGILE, Alteryx, Notebook-Zepplin/Jupyter
BO Designer XI, OBIEE 12g-Repository/Presentation, Oracle Data Visualization. SAS Enterprise Guide 7.1, Python 3.0. Big Data
MS Excel (Advanced), Word, PowerPoint, Outlook, Access