BENCE THOMAS

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Professional Summary

- Over **4 years** of Experience in **Information Technology** and **Analyst experience** including Analysis, Design, Development, Integration, Deployment and Hypercare of Enterprise wide applications.
- Over **4** of Experience in IT with key focus areas in **Tableau, Data analysis, Data Visualization, ERP administration, Logistics and Supply Chain**. Successfully working through problems and implementing solutions in different verticals like Government, Manufacturing, IT and Corporate Retail
- **Lean Six Sigma Certification by KPMG (ID: DL122016772)**
- Google Analytics, Google Ad words and Google Video Ads
- Expertise in IT Implementation and charting Business Requirements, Use Cases and Deliverables using BABOK methodology
- Extensive experience in Designing and Building Dashboards using Tableau and quantifying metrics to identify KPI'S
- Over **2** years of experience driving strategies that create value across the supply chain in complex, diversified industrial Corporations.
- Strong Experience in handling different phases of **Information Technology Solution Framework (ITSF)** and **Change Management process** in Service Now.
- Gathering complex business requirements, designing the technical solutions, developing and coordinating with team members for development and Implementation. Associate with Business Services team to design Functional specification Documents and thereafter Technical Specification Documents.

EXPERIENCE

Golub –Schenectady, New York   *Aug 2019 – Dec 2020*
Business Intelligence Analyst

Golub Corporation is an American supermarket operator. Headquartered in Schenectady, New York. It owns the chains Market 32 and Price Chopper Supermarkets in New York, Connecticut, Massachusetts, Vermont, Pennsylvania and New Hampshire. It operates 131 stores in Upstate New York, New England and Pennsylvania.

Environment: BI Tools, Tableau Developer, Tableau Desktop, Python, Agile, BABOCK, Lean Six Sigma Methodology, Project Management, Lunacy, Microsoft Office 365,

- My major project was a Development Project where we designed and developed a Dashboard capturing all the KPI'S of the 130+ stores across the country. The main objective of this project is to replace the source system to a new system
- Served as a liaison between the Operations and IT team
- Translated Business needs into IT requirements.
- Fine \tuned SQL Queries for maximum efficiency and performance.
- Created connections between dashboards, created charts with dual axis, multiple KPIs. Worked on manipulation queries based on requirements and did data testing.
- Worked with publishing dashboards and extracts on the Tableau server.
- Expertise with administrative functions in Tableau like granting use rights, setting up the application on a server and security.
- Developed Tableau workbooks from multiple data sources using Data Blending.

- Created filters and parameters according to user requirements.
- Created filters, dashboards, calculated fields, drill down reports based on requirements.
- Worked with Tableau developer and server.
- Worked with several team from Retail store employees, IT leads, Developers, Supply Chain and Senior Level management
- Created KPI Dashboards in Tableau using various reporting objects like Hierarchies, Filters, calculated fields, Sets, Groups and Parameters etc
- Gathered, analyzed, and documented business requirements, functional requirements and data specifications for Business Objects and Reports
- Helped streamline the supply chain transportation of Hot foods from the manufacturing plant to the Superstore.
- Investigated the metrics of the current system and do levels of testing including variance, regression analysis.
- As a Business Intelligence Analyst, I coordinated with Operations Team to get the core requirements to design Functional and Technical Specification Documents and to learn the business to proceed ahead with the Plan Phase.

New York State Department of Health – Albany, New York　　　　　　　　*July 2019 – May 2020*
Business Systems Analyst Intern

The **New York State Department of Health** (**NYSDOH**) is the department of the New York state government responsible for public health. It is headed by Health Commissioner Howard A. Zucker, M.D., J.D., who was appointed by Governor Andrew M. Cuomo and confirmed by the State Senate on May 5, 2015.

Environment: Microsoft SharePoint, Microsoft Office 365, IBM Rational, HTML, CSS, Agile, Waterfall, BABOCK, IIBA, ERP Administration.

- I was the Lead developer of several projects for the Bureau which Included two Microsoft SharePoint Wiki's which acted as a Data Repository for Several Departments in the Division of Operations
- My projects involved the use of both Agile and Waterfall methodology
- Collaboratively worked with Business Service team to gather the requirements and also helping them in order to write the Functional Specification Documents
- Operates within the HIPAA guideline
- Supported in the visualization of Medicaid and Medicare data to show various KPIs for different health systems.
- Designing solutions, gathering department/bureau requirements, and performing analysis on Medicare data along with generating reports
- Managed ERP projects using software development life cycle for the service design team.
- Analyzed Business Requirements document and coordinate with Business Services team to design Functional and Technical Specification Documents
- Successfully completed visualization projects using healthcare data to show various KPIs and other measures for different health systems and practices using Tableau.
- As a Business system analyst, I analysed current business processes and made recommendations for improvement where needed using the BABOK methodology.

BTH Electricals – Ahmedabad, India　　　　　　　　　　　　　　　*Aug 2017 – Aug 2018*
Supply Chain Analyst

BTH Electricals is an exporter and manufacturer of Welding Machinery. ESAB, a pioneer and world leader in welding technology appointed BTH as their in-house service provider for the region. They were the first company to introduce the technology of "Air plasma Cutting machines" in the welding market

Environment: Tableau, Microsoft Office 365, Microsoft Visio, SAP IBP

- Balanced the assembly line to reduce cycle time and manufacturing operating cost
- Negotiated with vendors and procured spare parts for factory equipment; achieved 10% reduction in operating expense
- Streamline procurement, manufacturing & logistics to implement lean manufacturing (inventory turnover – 12)
- Training & Development of Supply Chain Staff on Lean Materials Processes
- Interacted with customers to solve their problems and to improve the throughput of production.
- Balanced assembly line to reduce cycle time and manufacturing operating cost.

- Performed cost analysis to reduce manufacturing operating cost.
- Communicated with supply chain and production planning and upper management for coming forecast in Sales and Operations meeting
- Developed KPI dashboards and exception report to provided replenishment teams with critical visibility to supply chain performance (e.g., fill rate, on-time performance, days of supply, and service level)
- Using Six-Sigma and Lean led many projects using the DMAIC approach; successful projects resulted in 10% reduction of material waste, ~1.5-2% improvement in production yield among other benefits
- Sales and inventory forecasting, buffer planning to meet response times and product availability, and demand flexibility planning

EDUCATIONAL EXPERIENCE

University at Albany - Albany, New York   *Jan 2019 – March 2019*
Financial Assistant
Environment: *Microsoft Excel, Microsoft Word, HRIS Systems*

- Compiled, traced and reconciled all revenue and expenses within the department using Microsoft Excel
- Duties also included developing complex financial reports for ensuring accuracy and budgeting using Microsoft excel

University at Albany - Albany, New York   *Jan 2019 -- May 2019*
Research Assistant
- Did research on leadership and its impact on the organization, Charted several literature reviews on various research papers in I/O psychology

EDUCATION
University at Albany SUNY – Albany, New York   *Aug 2018 - May 2020*
Master's in Business Administration, Information systems and Business Analytics
Cumulative GPA: 3.6/4.0 Magna Cum Laude
Indus University – Ahmedabad, India   *Aug 2014 - Jun 2017*
Bachelors in Electronics and Communications Engineering

ADDITIONAL

Technical: SQL, Python, Tableau, HTML/CSS, Microsoft SharePoint, Microsoft Office 365, R, Crystal Reports
Certifications & Training: Lean Six Sigma Green Belt, Google Analytics, Google AdWords, Python Data camp