**Brent Doss**

**Pfafftown, NC 27040 | 336-830-4158 | bmdoss@gmail.com | linkedIn.com/in/brent-doss | brentdoss.com**

**DATA ANALYST**

Detail-oriented Data Analyst with excellent written and verbal communication skills, specializing in translating complex data into actionable insights. Proficient in running and monitoring jobs, implementing changes, and documenting source-to-target mapping. Experienced in working with .csv file formats to meet customer requirements and deliver high-quality customer service. Strong problem-solving abilities and a keen attention to detail, ensuring accurate and effective data analysis and reporting. Skilled in understanding and addressing customer needs to support business objectives and drive decision-making processes.

**AREAS OF EXPERTISE**

Risk Management | Analytical Reports | Data Visualization | Dashboards | Cross-Functional Collaboration | SAS Enterprise Guide | Workflows | Task Prioritization | Data Cleansing | Process Documentation | Systems Development | Innovation | Complex Problem-Solving | Python Programming | Microsoft Office Suite

**PROFESSIONAL EXPERIENCE**

**TRUIST FINANCIAL CORPORATION,** Winston-Salem, NC **03/2021 - 12/2023**

**IT Business Analyst | Assistant Vice-President:** Supported two key operational areas as noted.

**Mortgage Servicing Operations**, 12/2022 – 12/2023

Supported the production environments of applications critical to the daily business functions of Mortgage Servicing operations. Participated in daily scrum meetings in an Agile environment. Developed Runbooks for documenting procedures of recurring issues. Received and uploaded import files into the Mortgage Servicing third party vendor system, reviewed any discrepancies, coordinated the issue resolution with the appropriate party, and re-entered once resolved.

* Processed time sensitive ServiceNow tickets collaborating with various teams to restore services or apply modifications per the requests.
* Volunteered to track and monitor the validity and expiration dates of SSL Certificates for web-based applications used by the Mortgage teams and partnered with teammates to create change tickets to renew and implement the certificate renewal or retire the certificate.
* Processed a file extract containing all the mortgage loans approved to be boarded and imported the file into an application converting the data and transfer for final processing, validate the counts and generate reports, and reconcile any issues.
* Collaborated with teammates during application change management implementation, ensuring seamless integration and minimal disruption through meticulous planning, testing, and execution.

**Mortgage Warehouse Lending Operations**, 03/2021 –12/2022

Supported all environments of applications critical to the daily business functions of Mortgage Warehouse Lending operations. Applied system configuration changes, tasks, including annual contract renewals, adjusting risk grades, borrowing limits (dollar amounts), account pricing (indexes and rates).

* Monitored scheduled jobs to ensure successful and timely execution, troubleshooting and restarting failed jobs to maintain seamless operations.

**BB&T,** Winston-Salem, NC **01/2013 - 03/2021**

**Data & Reporting Analyst / Project Coordinator | Banking Officer**

While in Corporate Investigations, extracted data from a SAS case management system and transformed data into useful information by producing timely, accessible, and error-free reports. Conducted annual reviews of the Business recovery plan and facilitated the disaster recovery plan to ensure business continuity. Applied records management policy by maintaining corporate data and records until the retention period elapsed requiring coordination with a vendor for proper destruction.

* Collaborated with internal partners to gather and define business requirements, translating them into comprehensive functional requirements.
* Designed workflows, screen layouts, roles/permissions, and source-to-target mappers to align with business objectives.
* Recognized by the U.S. Department of Homeland Security, resulted in the successful prosecution of a large Armenian and Russian criminal organization utilizing ATM skimmers that defrauded customers of ~$500,000.
* Identified suspect’s behavior and utilized the information to proactively monitor several ATMs and alerted local law enforcement when an attack occurred resulting in the arrest and conviction of two suspects.

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**Data & Reporting Analyst / Project Coordinator | Banking Officer** (Continued)

* Reformed and enhanced, procedures, communication, documentation, and identification of ATM skimming events and proactively used the intricate knowledge of one specific criminal crew’s pattern against them and alerted law enforcement leading to arrests and prosecution.
* Initiated the creation and overall administration of the department’s internal SharePoint site and other internal platform sites including InSite for informational purposes.

**AON**, Winston-Salem, NC **10/2008 - 01/2013**

**Benefits Operation Administrator**

Calculated and requested refunds for overcharged health care benefit premiums that were being automatically deducted from retirees’ pension benefits.

* Resolved participant related escalated issues that had the potential to impact the client relationship.
* Monitored trends for a Fortune 500 corporate client with 35,000 pension participants following a platform conversion.
* Set up pension benefit payments for retirees in several complex plans.
* Calculated and requested refunds for premium amount changes in health benefits which were incorrectly deducted from retirees’ pension benefits.
* Increased the company’s profitability by training offshore resources to assume responsibility of processes that are currently done in the United States.

**Benefits Specialist**

Collaborated with an independent programmer to create the Dependent Eligibility Verification Audit department's first automated error report which checked every audit and resulted in a cleaner, faster error checking procedure producing a higher quality audit. The NJ Division of Pensions and Benefits secured Aon Consulting to review State Health Benefits Program (SHBP) records to ensure that only eligible dependents were covered under the SHBP.

* Collaborated with an independent programmer to create the DEVA department's first automated error checking program, the BDR, that checked every audit file and reduced the file review process time by 95% with 100% accuracy.
* Validated the formatting of received flat files, including .csv and .txt formats, ensuring they were correctly structured for ingestion into data analysis application, the BDR.
* Communicated with clients to address file layout differences or defects, providing solutions to minimize customer impact with additional files.
* Tested the accuracy of the Ad Hoc Error Reports by paralleling its results against the original error report and provided feedback to the programmers.
* Performed data manipulation by utilizing advanced Excel methods such as V-lookup formulas, Pivot Tables, etc. to create and validate a census file, and developed an import process for a proprietary system.
* Reduced excess file reviews, refined the census file review process, and increased the robustness of the census file review database by adding new queries, expanding on existing queries, and creating a new organization structure.

**EDUCATION**

**Bachelor of Science (BS), Major: Applied Communications | Concentration: Interpersonal Communications**.

Appalachian State University, Boone, NC

Qualified for an internship at Walt Disney Publishing in Madrid, Spain during the summer of 2002.

**Completed Web Technologies Coursework**

Security |Networking |Database | Programming and Logic | Operating Systems | Info Systems Business Concepts

Forsyth Technical Community College, Winston-Salem, NC

**CERTIFICATIONS**

**CompTIA Security+ |** Expected December 2024

**Certified Information Systems Security Professional (CISSP) |** Expected December 2025

**LANGUAGES**

**Fluent:** Conversational Spanish