

JOHN LEE

Data Engineer | Senior Data Analyst | SQL, ETL, Analytics & Reporting Automation

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Professional Summary

Data and analytics professional with 12+ years designing SQL-based reporting solutions, ETL pipelines, anomaly detection systems, and operational analytics platforms for enterprise software organizations. Experienced partnering with engineering, product, and business stakeholders to transform complex data into scalable reporting, automation, and decision-support solutions. Combines deep technical analytics expertise with strong business acumen, recently applying Python and AI-assisted development tools to build operational software and workflow automation solutions.

Top Accomplishments

- Built automated anomaly detection systems reducing issue detection from 84 hours to under 24 hours
- Developed Python-based order management platform that increased processing capacity 3x
- Designed and deployed 50+ enterprise dashboards supporting product and operational decision-making

Technical Skills

- Languages: SQL (T-SQL, PostgreSQL), Python, C#
- Data & BI: Power BI, Tableau, SSIS, ETL/ELT, data modeling, KPI design, AI corpus/agent workflow training
- Platforms & Tools: PostgreSQL, SQL Server, Perforce, PuTTY/KiTTY, WinSCP
- Methods: A/B testing, anomaly detection, statistical analysis, experiment and iterative design
- Process: Agile (Jira, Confluence), SDLC, data documentation

Professional Experience

Consultant / Business Operations & Sys Dev – Lovelee Lotus Designs | Thousand Oaks, CA | Oct 2025 - Present

- Designed and launched a full eCommerce storefront on Hostinger, integrating payment processing and TikTok live sales channels and scaling from 12 products at launch to a catalog of 100+ SKUs within the first year.
- Analyzed end-to-end order fulfillment workflows from TikTok live sales capture through picking, packing, and shipment, redesigning production processes to reduce overhead and per-unit production time and supporting a 5x increase in monthly order volume.
- Developed a Python-based order management system using AI-assisted development tools (Claude), enabling a 3x increase in order processing capacity and delivering customer tracking, invoice generation, receipt processing, and a business performance dashboard to replace manual workflows with an integrated, data-driven system.
- Translated creative product concepts into standardized, repeatable production processes, defining materials, methods, and step-by-step procedures across a catalog that grew from 12 to 100+ products and directly supporting revenue growth from roughly \$900 to nearly \$6,000 in monthly sales.
- Drove operational efficiency through process automation and data-informed financial management, including proprietary pricing algorithms that ensured positive margins at point of purchase, contributing to profitability within the first operating year, a ~200% ROI in 2026, and \$30K+ in cumulative revenue across roughly 400 orders.

Senior Data Analyst – Microsoft & HCLTech | Thousand Oaks, CA | Jun 2023 - Oct 2025

- Designed and deployed a PostgreSQL data pipeline for an international client on a proprietary technology stack, including schema development, role-based row-level security, and four client-facing dashboards used by hundreds of agents and dozens of executive leaders; delivered robust documentation and training such that the client operated the system independently for 12+ months without vendor support.
- Improved downstream reporting accuracy by 75% by standardizing IVR intent definitions and optimizing LLM corpora through controlled grammar releases, reducing classification noise and increasing KPI confidence.
- Designed and deployed 50+ SQL and PostgreSQL-powered dashboards in Power BI and Tableau, establishing shared KPI definitions that improved cross-team reporting consistency by 90%, reducing disputes by 80%.
- Built automated anomaly detection systems using SDLC best practices, reducing production issue impact by 85% and accelerating detection time from 84 hours to under 24 hours.

- Audited and reconciled 100+ metrics across multiple systems to eliminate data gaps and strengthen stakeholder-facing reporting integrity.

Senior Reporting Analyst – Nuance | Thousand Oaks, CA | Oct 2015 – Jun 2023

- Led and mentored a BI team of 6 while building multi-source SQL reporting frameworks and secure, auditable data pipelines, reducing analyst onboarding time by ~75% and improving KPI visibility across 12+ product and operational teams.
- Improved data literacy across 5 internal teams and 12+ enterprise clients by delivering analytics training, KPI documentation, and self-service reporting enablement, increasing dashboard adoption by 100%.
- Partnered with client management, engineering, and compliance to design governance-aligned data pipelines that met regulatory requirements and strengthened enterprise reporting trust.
- Partnered with marketing, product, and data engineering to design and evaluate A/B tests, translating findings into measurable growth and revenue improvements.
- Worked on grammar files for IVR systems, improving IVR log analysis, customer call journey analysis, and call flow reporting.

Reporting Analyst – TouchCommerce | Thousand Oaks, CA | Jul 2013 – Oct 2015

- Improved reporting scalability and reliability by building SQL, SSIS, and C# ETL automation to ingest data daily from 5+ data centers, reducing refresh failures by 25% and cutting delivery lead time from 8 hours to 5 hours.
- Achieved 0% reporting-related client churn by proactively managing enterprise reporting quality and resolving issues before escalation.

Business Analyst – BI / IT Operations - Music Reports, Inc. | Woodland Hills, CA | Dec 2012 – Jul 2013

- Analyzed client data and PostgreSQL structures, identifying discrepancies and driving quality improvements.
- Produced client-facing reports aligned with business and compliance requirements.
- Supported ingestion and analysis of large music rights and royalty datasets.

Chief Operations Officer – Netcam Shop | Canoga Park, CA | Mar 2012 – Oct 2012

- Increased website traffic by 800% in one quarter through SEO-driven content strategy.
- Managed day-to-day operations including fulfillment, marketing, and customer service, maintaining 100% satisfaction, and oversaw social media growth and created marketing visuals and app graphics.

Developer, Workforce Planning – Sears Holdings Corporation | Sacramento, CA | Apr 2011 – Mar 2012

- Converted an Excel-based tool into a nationwide web-based planning solution using SQL/JavaScript/AJAX. Generated \$1.2M in annual additional revenue through optimized workforce planning.
- Managed development lifecycle from requirements to deployment and documentation.

Analyst / District Training Coordinator – Sears Holdings Corporation | Sacramento, CA | Sep 2009 – Apr 2011

- Designed automated compliance tools and trained district-level technicians, reducing turnover.
- Developed training videos and monthly learning materials to standardize district performance.

EDI Technician – Benefit & Risk Management Services | Sacramento, CA | Sep 2007 – Aug 2009

- Designed HIPAA-compliant secure data transfer systems and trained clients in their use.
- Transferred data for 60+ carriers daily via SQL, Access, and FTP, ensuring data security and accuracy.

Sergeant – Armor Crewman – U.S. Army | Fort Irwin, CA | Aug 1999 – Aug 2003

- Managed personnel, training, and maintenance of armored vehicles valued at \$10M+.
- Honed leadership, discipline, and operational problem-solving skills in high-stakes environments.

Education

Bachelor of Science Business Administration - California State University, Sacramento
Associates of Social Sciences - Sacramento City College