

JOHN LEE

Senior Data Analyst | BI & ETL | Conversational AI / IVR Analytics

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Professional Summary

Senior data analyst and U.S. Army veteran with 12+ years building SQL/ETL pipelines and BI solutions for enterprise IVR and contact center clients. Experienced in Power BI, Tableau, and PostgreSQL, translating ambiguous business questions into automated, scalable reporting and anomaly detection. Trusted partner to product, marketing, and engineering teams, driving decisions that improve operational performance, customer experience, and revenue.

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 design
- Process: Agile (Jira, Confluence), SDLC, data documentation

Professional Experience

Senior Data Analyst - HCLtech | Thousand Oaks, CA | May 2025 – Sep 2025

- Improved downstream reporting accuracy by 75% by standardizing IVR intent definitions and optimizing LLM corpora using controlled grammar releases (Perforce and secure terminal tooling), reducing classification noise and increasing confidence in KPI trends.
- Strengthened B2B reporting integrity by auditing 100+ metrics across multiple systems to uncover data gaps, align dashboards, and ensure consistent stakeholder-facing reporting for internal and external audiences.

Senior Data Analyst - Microsoft (Vertical later sold to HCLtech) | Agoura Hills, CA | Jun 2023 – May 2025

- Designed and deployed 50+ SQL and PostgreSQL-powered dashboards in Power BI and Tableau for enterprise clients, establishing shared KPI definitions and metric standards that improved cross-team reporting consistency by 90% and reduced metric disputes by 80%.
- Built and maintained automated anomaly-detection tools using SDLC best practices (testing, version control, deployment), reducing production-issue impact by 85% and accelerating detection time from 84 hours to less than 24 hours, improving data reliability for decision-making.

Senior Reporting Analyst - Nuance Communications (Acq. by Microsoft) | Agoura Hills, 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 visibility into product and operational KPIs across 12+ teams.
- Improved data literacy across 5 internal teams and 12+ enterprise clients by delivering analytics training, KPI documentation, and self-service enablement, increasing stakeholder dashboard adoption by 100%.

Reporting Analyst - TouchCommerce (Acquired by Nuance) | Agoura Hills, CA | Jul 2013 – Oct 2015

- Improved reporting scalability and reliability by building SQL/SSIS/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.
- Protected revenue and retention by strengthening enterprise client relationships through high-trust communication, achieving 0% churn tied to reporting quality.

Prior experience includes operations management for a startup, training coordinator and developer for Sears, ETL technician for a health benefits administrator (HIPAA compliant), and U.S. Army Armor Crewman.

Education

Bachelor of Science Business Administration - California State University, Sacramento (2007)

