

## Shaun Cole

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### EDUCATION

**Temple University – Fox School of Business**, Philadelphia, PA

*Bachelor of Management Information Systems*

Currently attending

Graduation: TBD

### ACTIVITIES

**Member**, National Society for Leadership and Success

January 2021 – Current

**Member**, Association for Computing Machinery

May 2021 – Current

**Member**, Ecological Eating Group

January 2021 – Current

### TECHNICAL SKILLS

Data visualization / Reporting:

Tableau, Excel, COGNOS, SSRS

Database Management:

Oracle, T-SQL, Teradata, MySQL, PostgreSQL

Process / Information Systems:

Visio, Draw.io

Workforce Systems:

Avaya CMS, Aspect eWFM

### EXPERIENCE

Comcast - November 2005 - Current

*Philadelphia, PA*

**Senior Manager, Big Data** – April 2020 – Current

**Manager, Enterprise Business Intelligence** – May 2017 – March 2020

- Lead on developing operational policies and standards for data quality initiatives for data governance.
- Lead on maintaining operational excellence for team use on Tableau, GitHub, and Sharepoint.
- Recognized by senior leadership as a lead subject matter expert on process improvement.
- Designed and implemented a standardized approach to data quality for the EBI DQ team, including directing automation design to reduce daily work by 16 hours daily.
- Developed a tracking process to support the distribution of data quality performance metrics for the team. This led to additional process changes and advertisement of performance improvements to SLT.
- Data quality analysis and rule development for tracking of data trends across multiple platforms (Oracle, Teradata, Hadoop). Over 20k rules processed daily.

*Atlanta, GA*

**Senior Manager, Business Intelligence** – January 2015 – May 2017

- Improved stakeholder confidence by standardizing communication methods, reducing steps to production, and increasing focus on data integrity.
- Outlined a progression tracking system for employee development to clearly define roles, responsibilities, and development expectations which was expanded to all IT departments.

- Led projects to develop divisional reports that replaced multiple regional reports. This movement reduced overall headcount requirements by over 50% and streamlined the reporting structure moving from Excel/COGNOS 8 to Tableau/SSRS.
- Worked with information technology, business intelligence, and data architecture teams to stand-up a new centralized data warehouse and operational data store for improved BI standardization.
- Managed centralization of regional reporting groups to divisional teams.

***Manager, Business Intelligence – January 2014 – January 2015***

- Improved telecom routing design and implementation by bridging communications between frontline, telecom, and business intelligence teams.
- Partnered with frontline, business intelligence, database management, and data architecture teams to build a frontline scorecard and dashboard tool.
- Partnered with frontline, business intelligence, database management, and data architecture teams to build a frontline scorecard and dashboard tool.
- Designed and implemented a standardized approach to request management to improve response time and documentation of requests.
- General project management duties to support residential billing, repair, sales, and retention teams.

***Senior Manager, Analytics – March 2013 – January 2014***

***Manager, Analytics – February 2012 – March 2013***

- Built new analytics team from the ground-up to support report and analysis requests from leadership.
- Centralized efforts that were maintained by multiple local analyst teams to a single divisional team reducing headcount and increasing quality of reporting.
- Transitioned reporting from locally maintained excel and access databases so to a single source of truth for reporting: COGNOS
- Led efforts to restructure, update, and improve ETL processing to support faster response times, and standardized metrics.
- Reduced report counts by 70% to aid in better focus on daily metrics.
- Managed introduction of Tableau report to field for focus on data discovery and support of deep-dive analysis.

***Senior Analyst, Resource Optimization – April 2010 – February 2012***

***Analyst, Workforce Management – June 2009 – April 2010***

***Specialist, Forecast Analysis – February 2007 – June 2009***

***Support Desk Representative, WFM/RTA – May 2006 – February 2007***

***Customer Account Executive, Tech Support – November 2005 – May 2006***

***Previous Employment:***

***COMPUTER RENAISSANCE – General Manager – 02/2003 – 10/2005***

***BANCTEC – Installation Sales Liaison – 05/2003 – 06/2004***

***BANCTEC – Customer Engineer – 04/2000 – 05/2003***

***DELTA STATE UNIVERSITY – Assistant Systems Engineer – 08/1996 – 04/2000***