

William Randall

Senior Digital Journey Analyst

Overview

Knowledgeable reporting analyst with extensive experience in SQL and software development languages. Self-Motivated individual who excels in both individual and team-based environments. Articulate, Energetic, and Data Oriented with exemplary passion for creating reporting solutions that are functional, presentable, and reusable.

Experience

VyStar Credit Union Senior Digital Journey Analyst

*December 2022 – Present
Jacksonville, Florida*

- Create and Maintain reports to aid in the company's successful operation and monitor and explain why and how members utilize and interact with the credit union.
- Reporting Platforms: PowerBI, Google Analytics (GA360)
- Database Systems Used: MSSQL, Azure Databricks, Google BigQuery

Enhanced Resource Centers Reporting Analyst

*February 2021 – December 2022
Jacksonville, Florida*

- Create and Maintain reports to aid in the company's successful operation.
- Reporting Platforms: Excel, SSRS
- Database Systems Used: MSSQL
- Also used SSIS to transfer data from one destination to another.
- Create and update existing stored procedures in SQL to create reporting

Web.com Reporting Analyst

*April 2017 – November 2020
Jacksonville, Florida*

- Create and Maintain reports to aid in the company's successful operation.
- Reporting Platforms: Excel, Power Bi, and Tableau
- Database Systems Used: Teradata, MSSQL, MySQL, and OracleDB
- RPA (Robotic Process Automation) Development
 - WorkFusion RPA / Groovy

Web.com Technical Services

*January 2017 – April 2017
Drums, Pennsylvania*

- Resolve escalated issues that needed further investigation/fixes.
- Communicate with Network Operations and other teams to assure operations run smoothly

Web.com Hosting Support Specialist

*March 2016 – December 2016
Drums, Pennsylvania*

- Answer inbound calls relating to web hosting, SSL certificates and other website related questions
- Provide tech support to network solutions customers

Freelance Developer Freelance Developer

*December 2010 – Present
Jacksonville, Florida*

- Develop a variety of software and plugins to meet customer expectations.
- Document all code, and provide documentation on the product.
- Ability to write code in many languages

Personal Info

E-mail
william@icyrelic.com

Date of birth
05/16/1996

Software

Microsoft Excel ●●●●● Excellent

PowerBI ●●●●● Very Good

Tableau ●●●●● Very Good

Databases

MSSQL ●●●●● Excellent

Teradata ●●●●● Excellent

MySQL ●●●●● Excellent

OracleDB ●●●●● Excellent

Postgres ●●●●● Intermediate

Scripts and Languages

Java ●●●●● Excellent

PHP ●●●●● Excellent

HTML ●●●●● Excellent

CSS ●●●●● Excellent

JavaScript ●●●●● Excellent

Groovy ●●●●● Excellent

C# ●●●●● Intermediate

Education

Computer Science
Luzerne County Community College

Nanticoke, Pennsylvania

Diploma
Crestwood High School

Mountaintop, Pennsylvania

Skills

- Ability to write code in Java, Groovy, C#, PHP, HTML, CSS, JavaScript
- Using and connecting to MySQL using multiple languages
- Using and connecting to PostgreSQL using Java
- Familiar with Linux/Unix Operating Systems such as CentOS, Ubuntu, RedHat
- Familiar with setting up and running a hosting company using dedicated servers running CentOS
- Very Knowledgeable with Microsoft Office products.

Certifications

PEGA Certified Robotics System Architect 8

October 24th 2019

Accomplishments

- Created a Sales Tracker for Network Solutions / Web / Register
- Created an Occurrence Tracker for Network Solutions
- Create and run my own email servers.
- Create and run my own hosting platform for my sites
- Self-Taught computer programmer.