

Monika Acosta

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Objective

To work with many different clients allowing me to gain experience in different industries and use my creativity to solve different Business Intelligence problems.

Summary of Qualifications

Business Intelligence specialist with 8+ years of experience using Information Builders (IB), SSRS Report Builder, and Microstrategy (MSTR) to develop reports, architect data models, and determine effective ETL processes. Serviced many different users such as: finance, practice management, lawyers, marketing, sales, operations and external reporting.

Technical Skills

Information Builders App Studio and WebFocus, iWay Data Management Console (DMC), SQL, MySQL, Hive, Hadoop, Redshift, SSRS Report Builder, MSTR, Groovy, Atlassian JIRA Agile, Team Foundation Server, GIT, Tomcat, IIS, and Atlassian SourceTree, Tableau Public, Excel, Fluent in Spanish

Education

MA in Economic Policy Analysis and BA in Economics from the University of MD Baltimore County; GPA – 4.0

Employment History

Venable LLP, BI Analyst
Baltimore, MD

10/2015-09/2019

Designed and Developed

- Developed business views to automatically handle column formatting, column names, metric definitions and computations, and SQL joins enabling power users and developers to quickly make reports that follow firm standards.
- Wrote dynamic IB procedures that would check the logged in user against a file derived from SQL that was then used to filter the data IB retrieved in reports.
- Created scalable reports used to create and stress test real time dashboards that allowed different practice groups to manage the workload given to associates. This allowed managers to easily see which associates needed more work and which were overworked.
- Developed a real time dashboard that allowed finance to see which lawyers had not submitted in their time, giving finance the information they needed to enforce firm policies.
- Worked with stakeholders and gathered information from old Venable dashboards to create a financial dashboard, allowing managing partners and c-level executives to quickly see Venable's book of business at different laterals.
- Analyzed and optimized IB reports by running traces on reports and determining if more efficient data storage was needed within IB or within SQL.

Creating the BI Warehouse

- Used the iWay Data Management Console (DMC) to move and transform data from Venable's accounting system (Aderant). Combined data from 11 main Aderant fact tables into 4 detailed fact tables. Then used those 4 tables to create 3 different aggregate or summary tables based on period, YTD, and LTD data respectively, servicing 90% of the reports created, removing the need for caching data within reports.
- Created a custom scheduler in the DMC that runs DMC flows by looping through extracted and cached data to determine which flows need to be run and with what parameters. Then dynamically naming and recording the success and failure codes of the flow and defining an action on failure.
- Wrote custom IB metadata based off of SQL queries to create unit tests which checked data after a load to ensure that it was loaded properly and emailed the appropriate employees if an issue was found.

- Extensively QA-ed new tables by comparing BI warehouse numbers to old dashboards developed by consultants. This involved digging into consultants' code and exploring differences between our methods. Then reaching out to the business to determine where existing methods needed to change and documented the differences that would surface.

Building a BI Environment

- Installed the DMC and the reporting server on one machine to share the metadata models between the ETL process and the reporting tool, eliminating the need to define metrics more than once. Set up LDAP authentication and encryption on admin configuration files.
- Clustered the reporting server and the client server. Configured single sign on authentication with IIS redirecting traffic to Tomcat and created a super user account.
- Deployed an SSL certificate to work across our clustered servers, IIS, and Tomcat.
- Created a "global settings" IB procedure that was used to define system wide reusable variables and system wide settings meant for optimizing performance.

Selecting a BI Tool

- Gathered business requirements and studied organizational culture to determine Venable's business intelligence needs.
- Performed extensive research on numerous off-the-shelf BI platforms such as Tableau, Microstrategy (MSTR), Pyramid Analytics, and narrowed down the search to MSTR and IB.
- Created demos of leading contenders to be presented at a stakeholders meeting to find the tool which would resonate with the users.

Videology, BI Analyst
Baltimore, MD

08/2010-09/2015

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- Worked with Videology's finance, commercial, and product teams to determine how client contracts were structured and shadowed the finance team to see how they manually close the month by applying the contract terms and financial adjustments to the operational revenue figures.
 - Created a set of tables to store all the contract information that was previously missing from the database and worked with product to develop requirements for an effective UI to enter these data points.
 - Collaborated with finance, product, operations, and the UI team to develop a UI for operations to enter in end of month adjustments and develop the back end tables to get these adjustments reflected in redshift saving finance 4 days of work.
 - Developed redshift fact tables that ingested the complicated contract terms and applied them to the adjusted revenue figures and built an MSTR metadata model on top of the new finance redshift tables so that finance could easily close the month. Finance was able to close the month in the first two weeks rather than the last week of the month.
 - Used groovy to create a new "bookings" table that determines what Videology's future revenue will be and applied the contract terms as well as adjustments for previous periods that affect revenue in future periods.
 - Built and owned company "war room," a holistic operational and financial overview report. Used to drive a daily company-wide meeting focusing on new revenue opportunities, highlighting any red flags and efficiency improving practices. Reviewed findings with CEO and CFO.
 - Developed Hive scripts to ingest, clean, and manipulate about 50MB of demographic data hourly into a usable table for external customer reporting.
 - Built metadata models using MSTR to create a sustainable reporting structure without the use of free form SQL
 - Owned the migration of legacy SSRS free form SQL reports to MSTR. Converted 2K+ SSRS reports to about 100 MSTR cubes which powered different MSTR reports and dashboards.
 - Took inventory of all SSRS reports to determine how to create a better product in MSTR and to determine which reports were no longer needed. Many reports went from being manually created to being completely push button including some external client facing reports.
 - Created MSTR alerts comparing data between Redshift datamarts and developed an MSTR System Manager workflow that allowed failed cubes to be re-run. Served on an "on-call" rotation fixing any issues that came up
 - Served as a peer reviewer and QA-er for any new BI reports