Jeffrey Nitz

Data Services Leader

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Work Experience

Sr Director Of Data Services
2020-05 - present

JLL, Tampa, FL

Leader of the solution architecture, data governance and data engineering teams who manage the Alteryx, SharePoint and database environments, builds enterprise solutions and provides technical support to the greater business intelligence team. This includes Alteryx support and development, solution architecture, output of optimized data objects and management of processes for governance, support and documentation of the environment.

- Architected self-service data governance processes for enforcing database standards and managing objects in the environment for 30 BI developers
- Implemented automated Alteryx documentation into the database for 200+ workflows and created a process to export lineage into Alation data catalog
- Developed an alert reporting process on Alteryx to send out a series of escalated alerts to the proper support team of 30 BI developers across 5 team managers
- Implemented a data staging framework for exporting optimized objects by validating and staging financial data with failover mechanisms and logging

Director, BI Platform Owner
2018-05 - 2020-05

JLL, Tampa, FL

Managed all aspects of a global Alteryx self-service data analytics platform including: hardware, software, networking and security, issue management, governance, internal/external finances, licensing, disaster recovery and training.

- Launched a demand log process with Jira and managed a team who supported server and network related issues for 150 Alteryx Artisans across 30 teams
- Pioneered a server governance program by analyzing meta data in combination with a rules engine for real time analysis and reporting of all governance rules
- Implemented automated server disaster recovery backups and created full and partial restore procedures for easy recovery in case of a fatal server crash
- Managed a $500,000 budget for vendor purchasing and all finances related to licensing and operating a global analytics platform used by dozens of teams

Sr Manager, Data & Analytics
2015-04 - 2018-05

JLL, Tampa, FL

- Managed the entire process of bringing in a new self service data analytics platform into JLL including all hardware, software, networking and support for 30 teams
- Rebuilt the self-service reporting environment on a new database server using standards and automated integration with Alteryx Server and Tableau Server
- Implemented and managed a Tableau dashboard source control process and optimized datasets that showed utilization risk with performance measures
- Developed data models and visual analytics for data governance to measure data accuracy, consistency and timeliness between several integrated systems

Solutions Architect
2008-06 - 2015-02

Premier, Inc, Charlotte, NC

- Performed data modeling, ETL development and data visualizations in order for the data governance team to monitor data governance rules and analyze data quality
- Facilitated requirements gathering, wrote technical requirements and software design documents for the architecture and interface of supply chain systems

Summary

Innovator and Data Services Leader with 20 years of experience in implementing and managing enterprise self-service data analytics platforms, designing and influencing data governance programs, developing complex integrated solutions, building data visualizations, modeling system architecture and implementing automated solutions. My experience with working in various analyst, developer, and system architect roles prior to becoming a leader aids in effectively managing technical teams and implementing innovation into business intelligence solutions.

Skills

Data Governance

Data Integration

Alteryx

SQL

Tableau

Da Vinci Gold Winner Award

Architect for a custom mobile app at JLL that improved the process for executing contractually required on-site engineering assurance audits. The system used extensive integration to populate a management dashboard, and tracking/alert/planning systems. This allowed for reporting, outstanding actions, and photographic evidence which could be found in one place for maximum transparency and accountability.

- Managed projects for a contract management system and transitioned requirements into software design documents for architectural and report changes
- Developed contract and financial reports using SQL along with export, transfer and load (ETL) mappings in Pentaho data integration and Microstrategy Reporting

Sr Business Systems Analyst   2005-06 - 2008-06
Capgemini, Herndon, VA

- Performed data modeling and data visualization for business intelligence reports used for analyzing telecommunication customers products and services
- Facilitated requirements gathering and created technical use cases following Agile for customer relationship management (CRM) systems and marketing tools
- Reverse engineered and wrote technical documentation for an identity management architecture systems utilizing ETL's and scripting between systems
- Lead teams on projects for requirements gathering, use case development and data validation for campaign management analytics and CRM systems

Sr Business Systems Analyst   2004-08 - 2005-06
ValueOptions, Inc, Reston, VA

- Facilitated requirements gathering for service centers (e.g. MA Behavioral Health, Maricopa Behavioral Health) for software defects and system enhancements
- Gathered requirements and wrote software design documents for web based applications and call flows for interactive voice response (IVR) systems
- Served as subject matter expert for client/server and web based claims and benefits applications that were integrated with Oracle, Sybase and MHS AS400 systems

Sr Report Developer   2004-03 - 2004-08
Harmony IS, Reston, VA

- Gathered requirements from state and county human services stakeholders then designed and developed Crystal Reports for Oracle and SQL Server databases
- Designed and implemented custom financial reports, including general ledger and various types of aging reports to show past due and current balances owed
- Provided Crystal Reports development and end user training to new and existing employees in addition to onsite training to the human services end users

Client/Server Programmer Analyst II   2002-01 - 2003-12
ValueOptions, Norfolk, VA

- Developed new applications and upgrades for service centers who printed millions of medical claims per month using Visual Basic 6, VB.NET and Crystal Reports
- Developed new application and upgrades in addition to resolving bug fixes for mobile applications to ensure HIPAA compliance and mandatory state regulations
- Wrote call flow documentation updates to several Interactive Voice Response (IVR) systems and developed enhancements to these same IVR systems using C#.NET

Education

MBA   2020 - 2022
Southeastern Oklahoma State University

- Master of Business Administration

Bachelor of Science   2002 - 2004
Strayer University

- Management Information Systems

Associate of Science   1999 - 2000
Dunwoody College of Technology

- Computer Science