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# Michael E. Nickey

[GitHub](#) | [Portfolio](#) | [LinkedIn](#)

## SUMMARY

As a developer and analyst with a background in customer service & success, I've created systems & processes across multiple global channels. Currently involved in working with Google Analytics, Database Design, Database Creation, Flask & Python for web-development of single page apps, tools automation & personal growth.

My [GitHub](#) portfolio will show demonstrated use of database creation & maintenance, API usage featuring strong development & analytical skills.

## TECHNICAL SKILLS

Languages: Python\*, Flask\*, JavaScript, SQL                      Databases: MySQL, MariaDB, PostgreSQL & MS Access

Other Skills: Excel\*, ETL Development, SQL, Tableau, Salesforce, Data Pipeline Development, Process Documentation\*, MS Office Suite\*, KPI Creation, CRM Management, Outsource Management & Training, Critical Path Analysis, HTML, SLA Management, Strategic team development

*\*denotes expert level*

## PROFESSIONAL EXPERIENCE

**Associate Engineer, Database**                      **LinkedIn - Synergis, Sunnyvale CA**                      **08/2017 – 12/2017**

Designed, developed databases for analytics consumption using Python and SQL. Designed & implemented process automation to execute python scripts automatically. Created documentation for new and updated processes.

- Daily management of data exports and loads to database with heavy ETL (extract, transform, load).
- Design schemas & systems to automate manually extract and load data from various sources.
- Analyze results, build apps and visualization.

**Marketing Finance Analyst**                      **Google Inc. - Akorbi, Mountain View CA**                      **05/2016 – 01/2017**

Wrote & updated SQL scripts to investigate discrepancies in sales data. Populated dashboards for global usage. Created new processes to streamline labor intensive tasks. Assured timely deliverables of weekly, quarterly & ad-hoc metrics.

- Utilized Python & SQL scripts to automate sales revenues recognized populating multiple dashboards.
- Optimized SQL to be more efficient including table creation with automated process controls.
- Investigated discrepancies from multiple teams on expected vs actual revenue.

**SMB Revenue Insights Analyst**                      **Google Inc. - Akorbi, Mountain View CA**                      **10/2015 - 03/2016**

Updated manual processes for automation adhering to the needs of the sales team. TDD development for automating the sales book creation. Used SQL with python scripts in the creation of tools that allow for quicker processing, higher accuracy & maintained flexibility.

- Wrote Python & SQL scripts to automate sales book creation & assignments for the sales teams.
- Updated outdated SQL to be used with Python scripts for process automation for the SMB sales team.
- Created utility scripts for use with multiple processes to assure ease of maintenance.

**Sales Renewals Operations Analyst**                      **Good Inc. - Zealtech, Sunnyvale, CA**                      **06/2014 - 06/2015**

I published access rights to worldwide customers based on sales. This included monitoring SFDC & Oracle to identify renewal opportunities & using data-loader to mass update SFDC records. Created & maintained process documentation for global teams with Visio, Confluence & Lucid Chart.

- Reviewed quotes for accuracy & completeness ensuring all fees including reactivation fees were included.
- Develop & test online worksheets streamlining renewals sales process; including billing.
- Creation of python reporting scripts, SFDC dashboards & Excel KPI automation.

**Analyst**                      **Pronq by Hewlett-Packard – KForce Inc.**                      **10/2013 – 06/2014**

Analyst: Inserted sales leads information from multiple campaigns & various sources with Excel, Salesforce, Pardot. Creation of process flows in Confluence ensuring version controlled information was captured & executed upon. Handled ad-hoc reporting requests & process updates.

- Informed sales team managers of upcoming renewals & license issues
- End to end process creation & maintenance from white boarding, analytics, implementation, managing changes for improvement & escalation flow.
- Created key metric reports used by all levels of staff including VP's & Director of Strategy.

**Enterprise Operations Support Analyst Google Inc. - CDI Inc.****10/2012 – 10/2013**

Performed crucial log searches utilizing Linux commands like grep, tail, more & Salesforce CRM to resolve P1 issues regarding security & access. Designed & developed tools for operational teams.

- Worked with operations team to handle on call escalations & advise on best practice for various cases.
- Advised clients on how to create security (MX & SPF) records, whitelisting/blacklisting IPs & IP ranges
- Assisted in the growth and development of new processes & employees while maintaining high CSAT scores.

**PROJECTS**

**Neighborhood Map Analysis**      [https://github.com/mnickey/DAND\\_Openstreetmap](https://github.com/mnickey/DAND_Openstreetmap)      **09/2016**

- Parsed XML to CSVs for analysis
- Discovered anomalies for programmatic cleansing
- Created schema & wrote SQL to create tables identifying relationships for analysis

**Titanic Survivor Analysis**      [https://github.com/mnickey/Titanic\\_dataset](https://github.com/mnickey/Titanic_dataset)      **07/2016**

- Discover variables that increased chances of surviving the Titanic shipwreck.
- Data cleansing to assure data quality
- Statistical analysis module usage to plot survivability

**EDUCATION**

**University of San Francisco** – Bachelors of Science in Management of Information Systems      **12/2010**

**TRAINING**

**University of California, Santa Cruz** – Certification: Computer Programming      **09/2014**

[Thinkful](#) - Various python modules, API's, OAuth, SQL & Postgresql, SQLAlchemy      **04/2015**

Udacity [Full Stack Nanodegree](#) - Flask, SQLAlchemy & Python, CSS, HTML      **12/2015**

[Thinkful](#) – Front End Web Development, JavaScript, API, AJAX, JQuery, CSS, HTML      **01/2017**