

# Emmanuel D. Wilson, M.S.

## **PROFESSIONAL SUMMARY**

Dynamic leader with 8+ years in process optimization, business intelligence, and team management. Skilled in Power BI, Tableau, SQL, REST APIs, data visualization, ETL, and API integration. Proven track record leading cross-functional teams to exceed goals. Expert in designing and maintaining Salesforce dashboards for actionable insights and progress tracking. Adept in Agile methodologies, stakeholder engagement, and aligning solutions with business objectives for successful outcomes.

## **EXPERIENCE**

### **Senior Business Analyst**

*Southern New Hampshire University* | July 2023 – August 2024

- Managed cross-functional teams, including developers and IT professionals.
- Led agile ceremonies for the Virtual Lab Solutions team, including daily scrums and sprints.
- Guided end-to-end ERP transition, managing requirements, configuration, and deployment for seamless migration from legacy systems (e.g., Colleague) to Banner.
- Implemented quality management strategies, increasing positive feedback by 20%.
- Reduced requirements gathering time by 20% through improved stakeholder engagements.
- Strategically drafted epics, features, and stories with acceptance criteria, addressing stakeholder needs.
- Conducted gap analysis to identify opportunities for system optimization or customization.
- Oversaw reports and dashboards, analyzed trends, and provided actionable insights via Salesforce and Power BI.
- Utilized integration tools and APIs within Salesforce to connect with external systems.
- Monitored key performance indicators to identify gaps in the virtual labs system processes.
- Conducted user acceptance testing to enhance stakeholder business needs.

### **Principal Technical Consultant**

*Anthology Inc.* | October 2021 – January 2023

- Led organizational change initiatives for business applications, including system upgrades, implementations, and process optimizations.
- Managed consulting projects that improved operational efficiency by 25% through enhanced data automation.
- Configured cloud data analytics environments for clients, which achieved a 30% reduction in IT costs.
- Assisted in scaling cloud data services by successfully transitioning from on-premise servers to AWS cloud-based solutions.
- Created detailed reports, dashboards, and visualizations with Power BI & Workday tools.
- Tracked progress, managed expectations, and provided updates with Salesforce dashboards.
- Delivered SaaS solutions, data migrations, and ETL using Python, T-SQL and SSIS.
- Designed and developed Microsoft Business Intelligence solutions, leveraging advanced techniques, such as star schema design, complex data model extensions, and performance optimization.

- Used advanced data modeling to build Power BI and SSRS reports to derive data insights.
- Created procedures, database views, and adjusted ETL jobs to meet client specifications.

## **Systems Analyst**

*Oakland University William Beaumont School of Medicine* | Rochester, MI | July 2013 – October 2021

- Managed diverse teams; fostering engagement, and a culture of continuous learning.
- Spearheaded various projects to optimize the data warehouse architecture, resulting in a 40% improvement in data retrieval speed and significantly enhancing reporting accuracy.
- Developed subject matter expertise and contributed resourceful insight throughout the entire software development life cycle (SDLC).
- Automated redundant business processes by creating data transfer scripts to improve efficiency.
- Facilitated workshops to discuss requirements, provide training, and support the initiatives of various projects.
- Used advanced SQL to manage data and create dashboards/reports with Power BI and Argos.
- Integrated data from multiple sources into a unified relational schema utilizing ETL tools.
- Performed database management, integration, and support for Ellucian Banner and Oracle ERP systems
- Designed custom web applications with Linux, Apache, MySQL, PHP to meet business needs.

## **EDUCATION**

### **Master of Science, Public Administration**

*Oakland University* | Rochester, MI | April 2019

### **Bachelor of Science, Management Information Systems**

*Oakland University* | Rochester, MI | April 2011

## **CERTIFICATION**

**Career Essentials in Data Analysis by Microsoft and LinkedIn** (Issued by *Microsoft*)

**Career Essentials in Generative AI by Microsoft and LinkedIn** (Issued by *Microsoft*)

## **TECHNICAL SKILLS**

**Tools:** Salesforce, JIRA, Workday, NetSuite, Power BI, Tableau, Visio, Office 365, Excel

**Coding:** Python, SQL, .NET, T-SQL, PL/SQL, JavaScript, HTML5, PHP

**Systems:** ServiceNow, Azure, Microsoft SQL Server, Oracle, PostgreSQL, MySQL