James Tieu

Personal Profile

3.5 years of development experience with Power BI, SQL, Azure and 2 years of sales experience at IBM.

Technical Skills

- Power BI, SQL, DAX, Databases, Python, Power Automate, Azure Data Factory, SSIS, Excel, Tableau

Experience

Sr. Business Intelligence Engineer | GoRight Fleet Solutions/Mirlin Technologies | Nov 2022 –Present | Mississauga, CAN

- Collaborates with the Product Manager on new features to be released and working with 5 team members to meet the development goals, along with leading the daily scrum

- Uses Power BI, SQL Server, Azure Data Factory, SSIS, Power Automate to build dashboards

- Delivered 10 dashboards in 10 months pertaining to repair operations and finance

- Dashboards helped increase repair time performance versus standard time by 26% over 9 months

- Developed dashboards to assist the operations team in tracking unclosed work orders and their daily/monthly work order closing goals determined by a 3-month rolling average

- Automated the identification of the opportunity costs from selling at below the markup goal

- Visualized current repairs, elapsed time, and target time for completion, updated every 15 mins to help service managers see problems early and help technicians earn bonuses

- Created dashboards to get the mean time between failure, cost per repair, and cost per kilometer for each customer's parts and their performance against the other customers

- Implemented the ability to toggle costs between a default calendar or a customer's fiscal calendar

- Put together forecasts pertaining to kilometers driven, and preventive and unplanned maintenance using Azure ML

- Developed and maintained dashboards for our repair customers with over 60 pages concerning tires, brakes, meter reading, preventive maintenance, uptime, unplanned maintenance, costs, high cost parts/assets, corrosion, inspection compliance, benchmarking, fuel purchases, and etc

- Automated hourly Azure Devops data integration through Azure Data Factory and SQL Server to provide visibility on remaining hours on tasks versus due dates to track statuses of projects

Business Intelligence Developer/Data Analyst | Orkestra SCS | Nov 2020 – Nov 2022 | Toronto, CAN

- Used Power BI, PostgreSQL, Power Automate to build dashboards

- Developed a shipment rates dashboard to visualize pricing and transit time to guide purchasing

- Created a monthly inventory dashboard to analyze stagnant inventory and storage costs

- Developed a dashboard to plan for: 1) shipping, 2) costs, 3) maximizing container utilization

- Maintained a twelve-week inventory and demand dashboard to guide purchasing and production

- Developed automated weekly alerts on production and deliveries status and requirements

- Updated bi-weekly 3PL transportation costs through data matching and delta comparisons

Analytics Software Account Manager | IBM | Jul 2016 – Aug 2018 | Toronto, CAN

- Helped drive $2.3 M of sales, awarded to IBM's Hundred Percent club for exceeding quotas by 42%

Education

- Toronto Metropolitan University, formerly Ryerson University: BComm 2016, Marketing Major, IT Minor