James Tieu

Personal Profile

4 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

- Delivered 10 dashboards in 10 months pertaining to repair operations and finance
- Uses Power BI, SQL Server, Azure Data Factory, Python, SSIS, Power Automate to build dashboards
- 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
- Provided forecasts for kilometers driven, 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
- Developed a vendor comparison tool to compare labor and part prices, and the amount of time between failure between repairs
- With Python, automated latitude and longitude retrieval for vendor locations

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

- Developed a shipment rates dashboard to visualize pricing and transit time to guide purchasing
- Used Power BI, PostgreSQL, Power Automate to build dashboards
- 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

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