KELTON NEAL

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OPERATIONAL ANALYTICS/QUALITY ASSURANCE SPECIALIST

I am a fan of Operational Reporting! It is industry agnostic and follows the basic principles of collecting, analyzing, and presenting data to improve business operations. This is universal.

I am a technical professional with over 20 years of multifaceted work history and excellence in the telecommunications industry. I have In-depth experience in data mining, trend analysis, operational reporting, and developing automated data validation procedures to optimize operations.

With a consistent record of improving efficiency management, identifying out of control impacts, and directing root cause resolution, I have led efforts standing up Quality Assurance reporting and Sarbanes Oxley compliance reporting. I have a proven ability to perform well under pressure with excellent leadership, communication, teamwork, and problem-solving skills.

TECHNICAL SKILLS

- Microsoft Access – advanced experience building databases (tables, queries, reports, macros, modules,/VBA) and trouble-shooting issues.
- Microsoft Excel – advanced experience creating formulas, pivot-tables, macros, charts/graphs, VBA, PowerPivot, DAX.
- Microsoft Word and PowerPoint – intermediate/advanced knowledge of software functions.
- SQL/Teradata – advanced experience completing data extraction, report building, data-mining and validation
- Microsoft VBA/Visual Basic – advanced knowledge building scripting for automated run, creation, and delivery tools
- Batch Shell Scripting – proficient in utilizing batch processing for automation/scheduling of deliverables
- Microstrategy/ Tableau/ Microsoft Power BI Reporting Tools

PROFESSIONAL EXPERIENCE

T-MOBILE – Overland Park, KS   August 2020 to Present
Reporting and Analytics Manager

Charged with report design and implementation across Shared Service teams to produce standard and ad-hoc reporting. Develop Power BI dashboard and visualization solutions to drive operational guidance for commission client services, account managers, and leadership personnel.

Selected Achievements:

- Improvement of recurring departmental reporting through Alteryx automation
- Build of Operational Check Approval tracking, ownership, and aging scorecard
- Support National Retail Account Management and Client Services Consolidated Commission Reporting Metrics
- Build of Quality Assurance Dashboard Reporting providing guidance in determining transactional processing outliers and variance anomalies
- Provide monthly SOX Reporting across multiple impacted departments

SPRINT-NEXTEL – Overland Park, KS
Roles
Sales Compensation Manager

Data Expert and Consultant for Commissions Assurance Team specializing in location of sensitive telecommunications payment anomalies and providing validation process flow for Direct/Indirect channel. Charged with developing end-to-end validation, reporting, process control, and root cause analysis structure for commission payment system processing in excess of $4B Annually.

Selected Achievements:

- Utilize SQL /VBA integration to develop systematic data flow validation tool for the Indirect channel.
- Identified anomalies and root cause resolution mitigating potential payment gaps in excess of $100M.
- Develop operational reporting in support of SOX Compliance initiatives across all channel segments (Retail, 3rd Party Dealer, B2B)
- Build and ongoing maintenance of departmental Key Performance Indicators (KPI) for tracking of daily commission payment controls and desk level workflow operations management.

Business Reporting Analyst III

Provided decision support for Executive level direction within the customer care call center environment. Leveraged data driven analysis supporting various IVR business case initiatives. Assumed lead role in partnering analytics, statistical analysis, and marketing analysis for corporate presentation directly impacting the bottom line.

Selected Achievements:

- Developed analytics identifying negative impacts related to corporate business case initiatives. Identified $300,000 cost reduction by ending this initiative.
- Provided data driven decision support identifying areas affecting employee satisfaction as a relation to various employee attributes. Key to identifying improvement opportunities in CSAT.

EDUCATION & PROFESSIONAL TRAINING

Lincoln University
B.S. Mathematics

American College of Information Technology
Computer Programming and System Design