Jesse Vang

Raleigh, NC | jesse@jvang.dev | (847) 848-5048 | www.jvang.dev

SKILLS

SQL, Python, R, Excel, Javascript, Agile, Data Visualization, Analytics, Consulting, Measurement, Reporting, Sigma Six, Devops, Snowflake, AWS, Azure, Google Cloud

WORK EXPERIENCE

Red Hat | IBM   **Raleigh, NC**
Product Adoption Consultant   **Mar 2022 - Present**

- Explained product portfolio value & capabilities to customers, guiding adoption of Red Hat solutions which retained customer renewals by 86%
- Provided tailored customer-focused plans to meet the objectives of customers, resulting in a 3.5x average increase in revenue.
- Created a program to scale the customer lifecycle journey data and reduce reporting lag time by 50%
- Queried Telemetry data via SQL and created data stores with salesforce data to analyze customer health
- Presented analysis and recommendations to stakeholders and account teams through reports pulled from SQL databases and visualized through tableau
- Covered and Monitored Product Adoption OKRs and KPIs at a Global Enterprise level including NA, Public Sector, LATAM, EMEA, and APAC Regions
- Consulted on data migrations and application onboarding for Telco, Commercial, and Enterprise Segments

Red Hat | IBM   **Raleigh, NC**
Senior Data Analyst   **May 2021 - Mar 2022**

- Optimized data repository by overseeing the integration of external databases via agile methodologies and automating data transfer flows utilizing SQL and python languages, delivering lag time reduction and data accuracy.
- Served as Product Owner and developed a roadmap and feedback loop for data acquisition from data sources including flat files, relational databases, noSQL databases, and APIs
- Collaborated with Cross-Functional teams and Stakeholders to identify key OKRs and KPIs using visualization tools such as Tableau and Looker resulting in a 4.6/5 stakeholder CSAT

Red Hat | IBM   **Raleigh, NC**
Data Architect   **Feb 2016 - May 2021**

- Optimized cloud technology stack for applications supporting 20,000 global users, keeping uptime by 98%
- Built ETL using SQL, python, & JSON pipelines to optimize data load time and enable data governance across the enterprise
- Maintained and defined data dictionary and technical documentation to promote data literacy across the organization
- Managed Backlog, Intake, and Priorities in Agile Sprints using kan-ban style tools such as Jira and intake ticketing systems such as Service-Now
- Utilized and managed Postgres, MySQL, MongoDB, and Amazon Redshift databases to store data

NOTABLE PROJECTS

DocuSign Hackathon

Winner   **Aug 2021**

- Secured placement in Docusign Sponsored Global Hackathon, enhancing recognition of innovative technology solutions to aid in digital transformation at a global scale
- Our team created an app that helped the Jane Goodall Institute track chimpanzee movement using a combination of GPS and DocuSign APIs for its workflow
- Details can be seen at "https://devpost.com/software/top-secret-to-be-filled-out-later"

Red Hat blog

Contributor   **Apr 2021 - Present**

- Explained the evolution of my career into a data architect
- Authored an article about tools everyone has access to that can solve data problems at scale
- Details can be seen at "https://www.redhat.com/architect/users/jesse-vang"

EDUCATION

Kogod School of Business, American University   **Washington, D.C.**

Masters in Analytics   **Jun 2017**

North Carolina State University   **Raleigh, NC**

Bachelors in Finance & HR   **Dec 2012**

CERTIFICATIONS

Snowflake

Hands on Essentials - Data Warehousing   **May 2023**
Hands on Essentials - Data Applications   **May 2023**
https://www.credly.com/users/jesse-vang/badges

Databricks
                                                                                              May 2023
Academy Accreditation - Databricks Lakehouse Fundamentals
https://credentials.databricks.com/09afda10-18e3-412f-8b8f-414a 193#gs.ztyq0m