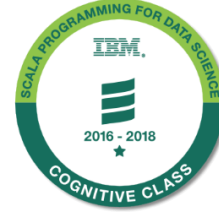




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*Database – SQL Server T-SQL Specialist – ETL – IT Integration Development*

## AREAS OF EXPERTISE

SQL Server, T-SQL (Transact-SQL)  
VMware, AWS, Azure, DBeaver, ADF  
ASP DotNet, C#, MVC, Core, Perl  
PowerPoint, SAP Business Objects  
SalesForce, Apex DML, SOQL  
PowerBI, Tableau, Crystal Reports  
Oracle, PL/SQL, MySQL, Redshift  
Python, Django, Anvil, Jupyter, ML

Visio, Lucidchart, dbdiagram.io  
Curl, PowerShell, API, VBS  
Database Administration  
SSIS, SSRS, SSAS, DAX  
Microsoft Access, VBA, Postman  
HTML, XML, JSON, CSS, PHP  
Postgres, SQL Server, Databricks  
GitHub, GitWeb, SourceTree

Excel, Word & PowerPoint VBA, Visual Basic  
Project management, Microsoft Project  
Database Architect, Data warehousing  
Snowflake, SnowSQL, Trino, PrestoSQL, HQL  
MS PowerApps, Flow, ETL/ELT, Informatica  
Atlassian, Jira, Confluence, Scrum, Rally  
Triggers, functions, stored procedures  
JavaScript, Kotlin, Angular, React, Groovy

## PROFESSIONAL EXPERIENCE

United Health Group – **Product Owner and Manager, Business Analyst** – Minneapolis, MN 11/2023 – 1/2024  
Recruited to implement new data flow processes for major comprehensive marketing system overhaul.

- \* Directed a technical staff of 13 including data architects and lead engineers.
- \* Reduced meeting costs 90% by instituting smaller, more focused meetings.
- \* Prevented unexpected cost overruns by implementing standardized set of user stories to be applied over all features.
- \* Prevented scope creep and costly, inefficient requirements-gathering and costly misunderstandings by creating a standardized list of information elements to collect when meeting with feature requester.
- \* Prevented massive government fines by identifying data security issues and championing resolution and policy enforcement.
- \* Managed multiple simultaneous ETL projects from conception through production deployment and validation in Azure Data Factory using ADLS and Databricks.
- \* Validated technical Azure Data Factory ETL Databricks project results using SQL and HQL data analysis in DBeaver.
- \* Directed the validation of technical Azure Data Factory ETL Databricks projects by development staff.
- \* Reviewed and approved Azure Data Factory ETL Databricks projects upon completion.
- \* Trained peers on merging multiple accounts in Outlook and Teams.
- \* Primary liaison with India team by participating in daily 2 AM meetings.
- \* Maintained and updated Azure environment hosting multiple web-sites and updated ASP.Net MVC application. (Not part of this job.)

VMware, Inc. – **Technical Data Product Manager (Data Engineer)** – Palo Alto, CA 7/2022 – 5/2023  
Recruited to convert user requirements to technical specs for the business partner rewards program.

- \* Saved over \$5mm per year by transitioning automated, scheduled job monitoring and maintenance from consulting firm to underutilized in-house staff.
- \* Found high-likelihood cross-sell opportunities by analyzing Market Baskets using Python unsupervised Machine Learning AI (Artificial Intelligence). Suggested telemetry monitoring to prevent churn.
- \* Saved 95% of daily processing time by automating ETL data flow and transformation from Salesforce through email and Excel to Workspan using VBA in Outlook and Excel. Designed UX for same.
- \* Used T-SQL to manipulate and filter data for proper reporting.
- \* Consulted on UX design of mission-critical partner rewards platform.
- \* Built and modified Salesforce reports to retrieve specific data concatenated from multiple rows using Apex DML.
- \* Primary liaison with India team by participating in daily 2 AM meetings.
- \* Converted business ETL requirements to technical specifications via meetings with Business team to understand requirements.
- \* Allowed delegation of repetitive ETL and T-SQL work to lower-level employees by creating detailed instructions for weekly refresh of data and dashboard for prototype production system.
- \* Tracked and documented department current project statuses.
- \* Shortened onboarding time of new team members and ensured accurate code revisions by reviewing all T-SQL code and documenting lineage of all datasets used by production reporting system.
- \* Identified all gaps between prototype design and required MVP by reviewing all Jira tickets.
- \* Coordinated and ensured that all gaps were being handled by work teams.

- \* Coordinated engineering build activity and contributed to design of MVP to ensure it met all business requirements.
- \* Primary contributor to design of revised change management and project management systems.
- \* Designed and built Tableau dashboards for displaying project statuses and stages of new “Solution Hub” project.
- \* Created complex Tableau dashboard to track partner milestone progress with color-coded individual cells like Excel.
- \* Contributed to design of critical process test plan for transition from prototype to production.
- \* Identified sources for all data elements needed to transition customers from old rewards system to new system.
- \* Built Informatica ETL workflows including mappings and joins.
- \* Tutored networking associate extensively in SQL query basics. (Not part of this job.)
- \* Built web application using Python Anvil and JS. (Not part of this job.)

Nike, Inc. – **Senior Technical Product Manager (Data Engineer)** – Beaverton, OR

2/2022 – 5/2022

Recruited to own and manage a roadmap for implementation and use of centralized datasets to support accurate and consistent planning by the various global planning departments.

- \* Built comprehensive process to continuously monitor accuracy of new and existing datasets and flag discrepancies.
- \* Fully automated the new monitoring and reporting process working with engineering team in India.
- \* In Snowflake, created over 500 measures for fields in existing dataset products to monitor for discrepancies and drift and to validate data. Learned Snowflake scripting language.
- \* Determined expected data distributions for future sets by analyzing existing datasets.
- \* Documented existing centralized datasets via various ERDs and a consolidated spreadsheet of key attributes including keys.
- \* Improved documentation of ongoing stories and epics to correlate overall commitments with specific Jira ticket numbers.
- \* Created PowerPoint presentation to display existing datasets and identified gaps.
- \* Identified sources of data for newly requested datasets by meeting with many other departments.
- \* Tutored networking associate extensively in Python basics. (Not part of this job.)

SmartEnergy, Inc. – **Consultant, Data Engineer** – New York, NY

11/2020 – 1/2022

Recruited to design and implement an end-to-end customer data solution for improved B2B and B2C market targeting.

- \* Increased value of company 20% when sold by implementing CDP which made multi-channel marketing possible.
- \* Reduced cost of CDP by 80% through negotiation by identifying competitors and improving implementation plan.
- \* Gathered requirements from all stakeholders including C-Level staff.
- \* Formally documented and summarized all requirements.
- \* Decided build or buy based on review of CDP capabilities and requirements.
- \* Fully canvassed product landscape. Evaluated over 70 CDPs with respect to requirements.
- \* Selected leading candidates and built weighted scoring grid to compare strengths and weaknesses.
- \* Contacts made with leading CDP choices. Demos set up for C-Level staff.
- \* Analyzed all company databases and identified all fields from 30 different sources needed for CDP to support requirements.
- \* Key contributor to data model, architecture and schema design of CDP database.
- \* Built ETL processes to produce tables for CDP database from multiple database and flat-file sources.

Other projects:

- \* Found target prospects with 100% more profitability by discovering that new customers have higher LTV than repeat customers.
- \* Improved operation of order-count Tableau dashboard to be real-time so it could act as an accurate incentive to salespeople.
- \* Built fully automated, scheduled email and phone number validation processes using 3<sup>rd</sup>-party API validator and SSIS.
- \* Calculated LTV of customers segmented by various parameters like zip, usage and offer using SQL and T-SQL.
- \* Identified non-profitable customer segments for change to pricing model.
- \* Researched alternate vendor for farmed-out data hygiene process.
- \* Updated and revised multiple Tableau dashboards.
- \* Made comprehensive LTV Tableau dashboard along with underlying stored procedures.
- \* Built dataset for Python Supervised Machine Learning (ML) model to identify customers likely to churn.
- \* Researched and documented all data flows and ~40 SSIS packages in entire organization. Many contained C# scripts.
- \* Used PowerShell scripting inside SQL job to retrieve data from third-party API.

Northwestern Mutual Insurance Co. - **Technical Architect Consultant** – Milwaukee, WI

8/2020-10/2020

Recruited to automate multiple labor-intensive manual processes that tracked IT personnel payroll and project status.

- \* Reduced work from 8 hours to 2 minutes by programming and automating all repetitive, weekly HR Excel steps in VBA.
- \* Reduced work from 10 hours to 7 minutes by programming and automating all repetitive, monthly Excel steps in VBA for monthly HR planning and budget reconciliation process.
- \* Created 5 different automatic reconciliation reports to identify people recorded in wrong departments or at wrong job level.
- \* Documented and automated complex logic for determining head-count category to determine whether Req or new hire counts against budgeted headcount.
- \* Automated transfer of emailed attachments to SharePoint using Microsoft Power Platform.
- \* Automated merge of multiple workbooks from SharePoint into final Excel report.
- \* Automated flow of database data into PowerPoint for automatic creation of presentation.
- \* Automated flow of data directly from Excel into final PowerPoint presentation.

- \* Built model and AWS cloud database schema to track project status and built PowerApps front-end for data entry. Built front-end mobile Microsoft Power Platform Power App for collecting project status data.
- \* Built Python/Django web site on my own to convert phone numbers to words. (Not part of this job.) This app included user interaction and sent results as email if desired.
- \* Took 15 hour Google online ML training which utilized Python and Jupyter. (Not part of this job.)
- \* Built multi-chart, interactive PowerBI dashboard to monitor project status.

Vertafore, Inc. - **Data Integration Analyst** – Greenwich, CT

1/2018-4/2020

Recruited to implement timely customer onboarding and ensure accurate transport of data and dollar amounts from multiple customer source systems to in-house product platform. (Linux environment)

Supervised team of 3 customer service specialists during company purchase by new parent company and subsequent fast growth.

- \* Accelerated company throughput 25% by quickly learning and documenting dataflow thru complex software infrastructure.
- \* Improved dept. performance by 75% via refinement of onboarding and true-up process.
- \* Insured reliable department results by training of 3 team members on details of onboarding process.
- \* Debugged and identified modifications to front end using Angular, React and JS.
- \* Solved many complex technical issues thru interaction with off-site Russian developers with major time-zone difference.
- \* Managed and adjusted custom conversion of data from various source systems to standardized in-house structure in AWS.
- \* Resolved issues identified during ETL to AWS import process or identified by customer using SQL and Excel pivot tables.
- \* Identified and resolved differences between default onboarding results in AWS and desired recordsets using SQL research of AWS Aurora datasets.
- \* Implemented modification to import and extract processes to get incoming data to agree with custom customer rules.
- \* Worked with customers to identify and explain apparent discrepancies between underlying system and product platform results.
- \* Instituted and documented Git-hub/SourceTree usage and process to control and track changes.

## Other projects:

- \* Found and documented bugs in app discovered by customer or during true-up process.
- \* Updated and revised 25 on-line reporting interfaces in app to correct coding errors.
- \* Created SQL to generate specialized XML file from database for automated transmission of data to carriers from insurance brokers for automated quoting.
- \* Created 4 customer documents to explain complex data element mapping from their in-house systems to our platform.
- \* Created query to extract, calculate and present the individual producer share of commission paid to the agency.
- \* Created onboarding code to import new data sources into AWS S3 and standardized incoming data from these sources.
- \* Developed and documented process for installing windows VMware OS container and app in Linux environment.
- \* Provided general IT desktop support for entire office.

Sharecare, Inc. - **Director of Data Operations** – Stamford, CT

11/2011-11/2017

Recruited to manage and improve the primary, “crown jewel” database of the company and apply data governance.

Supervised team of 4 data analysts during company purchase by new parent company and subsequent business process changes.

- \* Responsible for all infrastructure while privately held company. Managed the seamless transition of responsibility and upgrade of key servers and PCs to new parent company when bought with no downtime or loss of productivity.
- \* Transitioned company from Excel spreadsheet operation to full cloud normalized SQL databases first in RackSpace and then in AWS.
- \* Identified sources of information for data recovery and built processes to programmatically correct global data discrepancy generated by previous management team.
- \* Designed and instituted over 300 programmatic T-SQL safeguards to ensure data integrity and minimize manual data-scrubbing.
- \* Worked with third-party software vendor to develop and support a new mobile product based on the database on time and in budget.
- \* Reduced time from 2 hours to 5 minutes per request by designing and building user-friendly data-mining interface in C-sharp – Dot-Net to find individual desired changes in large comprehensive log structure. Designed UX for same.
- \* Developed custom marketing tool to build contact lists based on over 20 criteria enhancing marketing efficiency using VB scripting.
- \* Built over 20 automated T-SQL scheduled e-mailed reports to monitor status and quality of data.
- \* Designed and built custom web-accessible BI tool so other divisions could use data.
- \* Made significant repairs to third party developed data update tool in C# and dot-net MVC.
- \* Designed, built and implemented complex T-SQL merge utility for use in combining redundant data in bulk into single records containing all attributes of both source records.
- \* Evaluated Pentaho, SSIS and other ETL products for use with bulk data transfer from new data provider.
- \* Directed and managed change of front-end web site from a PowerBuilder design to a C# .Net MVC design without business interruption or loss of data.
- \* Designed and built complex views from database to supply best selected records to web site for display and dynamically remove lower-value duplicates.
- \* Designed and managed the development of a comprehensive data-change logging system that has proved indispensable many times in resolving questions about the data.

- \* Designed, directed and instituted many major, fundamental database structure changes to accommodate 3 new sources of information without jeopardizing the integrity of the existing data. This allowed for the display of different data to different users, while maintaining the core structure of the database.
- \* Instituted Git-hub version-control system to manage all software changes.
- \* Contributed to infrastructure design of new office space as part of relocation and build-out project.
- \* Developed processes to retrieve geocode mapping data automatically from Google web-based API and automatically keep core DB up to date when data changes.
- \* Provided general IT support for entire office.

Yale University Medical School - **IT Consultant** via The McIntyre Group – New Haven, CT

2010-11/2011

Recruited to develop and support multiple patient care and operational management systems.

- \* Optimized and automated several time-consuming monthly manual processes including one to sweep 7 government web sites to look for information needed to update our DB.
- \* Migrated applications from Microsoft Access/T-SQL to Oracle 10g. Redesigned code as needed.
- \* Redesigned databases for optimized performance and data integrity.
- \* Modified Access app with Crystal Reports output to include new fields and format.

Professional Indemnity Agency, Inc. - **Director of IT & Business Process Integration** – Mt. Kisco, NY

2009-2010

Recruited to complete the installation and integration of new, mission critical, policy and claims management software for 7 divisions.

Supervised team of 5 including one remote person.

- \* Streamlined workflow in IT department by clearly mapping roles and functions.
- \* Directed and managed conversion of existing policies and claims to new system without loss of productivity or work stoppage.
- \* Improved productivity 25% by working with third-party software vendor to direct the incorporation of several major improvements.
- \* Resolved over one hundred issues with recently implemented software.
- \* Planned and directed network upgrades to allow for new offices and employees on schedule and within budget.
- \* Conceived, introduced and enforced new issue reporting system and prioritization system to improve the productivity of the IT department.
- \* Directed IT operations in remote offices nationwide.
- \* Revised and updated BC/DR plan to accommodate business process changes.
- \* Improved back-up and file management system to allow for file recovery.
- \* Instituted rigorous version-control system to control production releases and manage all software changes.
- \* Responsible for all SOX and internal governance compliance.
- \* Instituted and built testing department to ensure thorough regression testing of all changes.
- \* Supervised IT portion of building expansion.

Odyssey America Reinsurance Corp. **Corporate Officer, Systems Production Department Manager** – Stamford, CT 2005-2009

Recruited to build production support department as interface to IT and also to implement SOX compliance.

Supervised 5 direct reports.

- \* Managed new .NET, Access and SQL applications to support the introduction of a new line of business to sell agriculture insurance that generated profits of approximately 100 million dollars per year. This included the development and introduction of three major software applications, the design and build of all the supporting infrastructure, and the accurate and timely transition of all the data and users. A firm, non-negotiable, deadline for the transition and decommissioning of the prior systems was met.
- \* Built dashboards to track business status using SAP Business Objects.
- \* Maintained all production software systems.
- \* Specified hardware and software design, configuration, installation and documentation for all new business systems, including commercially purchased systems.
- \* Coordinated IT support between divisions to ensure consistent corporate standards and expedite new systems.
- \* Developed complex data integration processes using SQL 2005 SSIS to replace problematic, manual Delphi process.
- \* Built DTS packages to import data from various sources into SQL. Automated with T-SQL in stored procedures.
- \* Built data warehouse in SQL Server from Sybase.
- \* Designed, created, documented and installed new IT support systems including SharePoint on-line document repository system.
- \* Installed Oracle and transferred data from Oracle to SQL for production system transition.
- \* Conceived, designed and instituted automated monitoring systems to check health of all production applications and related databases, drive space availability, backup completion and timeliness for all databases.
- \* Built completely new Systems Production Department to handle all production activity.
- \* Established Systems Production Department as first point-of-contact to address all production system issues 24x7 worldwide for over 400 users within new SLA timeframes.



- \* Conceived, established, documented, instituted and enforced separation of duties rules required by Sarbanes-Oxley federal government requirements. Completion within the allotted time period prevented the notation of significant deficiencies on the independent auditor report and the subsequent loss of stock value.
- \* Dealt directly with internal and external auditors to address any Sarbanes-Oxley exceptions.
- \* Built SSRS dashboard to monitor SQL Server statuses.

MCI/Worldcom Corp. **Consultant / DB Architect, Department Director, DB Developer** – Rye Brook, NY 1997-2005

Recruited to improve complex international phone traffic tracking and billing systems.

Supervised 5 direct reports.

- \* Took over management of the complex SQL and PowerBuilder international accounting software system from a consultant that left without notice. Built and organized a team to gain an understanding of, and document, the software and business process information flow while supporting production operations. Millions of dollars of billing would have been lost or disputed due to errors without this smooth transition.
- \* Directed development of multi-tier, multi-site accounting database and UI system for international telephone traffic billing and reporting.
- \* Created automated billing system including 3rd party Active-X controls and DLLs for automatic fax and e-mail generation of bills and messages.
- \* Created system to compare all suppliers and determine least cost phone call routing to over 250 destination companies worldwide using ODBC drivers to compare data from two databases. This saved the company millions of dollars.
- \* Resolved Year 2000 concerns in existing applications.
- \* Provided help-desk functions for custom applications.
- \* Set up and controlled data access security and historical tracking through database utilities.
- \* Built custom security system to allow permission to change only certain records based on user ID.
- \* Used DDE, OLE, Office Automation, VB6 language and VBA to automatically produce spreadsheets and web pages from complex Access database applications.

## EDUCATION

- \* **MASTER OF BUSINESS ADMINISTRATION**  
Pace University, White Plains, NY
- \* **MASTER OF SCIENCE IN ENGINEERING**  
Columbia University, New York, NY
- \* **BACHELOR OF SCIENCE IN ENGINEERING**  
Lehigh University, Bethlehem, PA
- \* Post-Graduate work in **ELECTRICAL ENGINEERING**  
New Jersey Institute of Technology, Newark, NJ
- \* In process **WEB DEVELOPER IT CERTIFICATION**  
Norwalk Community College, Norwalk, CT

## CERTIFICATIONS

- \* **INFORMATICA** Cloud Integration for Application Modernization
- \* **MICROSOFT CERTIFIED PROFESSIONAL SQL** Administration and Database Design and Implementation
- \* **PROFESSIONAL ENGINEERING LICENSE**

## PATENTS

- \* Douglas S. Harris. Aid for transporting long things U.S Patent 5,240,285, filed December 23, 1991, and issued August 31, 1993
- \* Douglas S. Harris. Scale for fluidized bed and method for using same U.S Patent 5,172,781, filed December 2, 1992, and issued December 22, 1992

## WEBSITE

- \* <https://dougapps20230728213200.azurewebsites.net/Home/About>