# Brad Wyatt

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## Carnegie Mellon University

Graduation: **May 2016**

Bachelor of Science in **Decision Science**
Double Minor in **Business** and **Innovation, Economics, and Entrepreneurship**

**Technical Skills:** SnapLogic (ETL), SQL, Microsoft SQL Server, Python, JavaScript, Excel, RPA, SAS, R
**Professional Skills:** Attention to Detail, Troubleshooting, Adaptability, Leadership

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### Integration Developer, OpenGov, San Francisco, CA — March 2022 – Present

*OpenGov develops cloud SaaS-based data visualization applications (mostly catered to government organizations) that provides budgeting, reporting, and operational intelligence tools to end users.*
Primary duties center on developing advanced ETL (Extract, Transform, Load) processes and integrations that seamlessly bridge external systems with OpenGov's proprietary platform. This includes delving into intricate integration challenges, optimizing system performance, and innovating new techniques to meet evolving client requirements. Collaboratively engaging with both internal teams and clients, the role ensures that integration solutions are robust, scalable, and aligned with the broader architectural vision and business goals. Primary problem solver for troubleshooting ETL failures at the highest escalation level.

- Received the 2022 OpenGov Rockstar Award for proactively identifying and resolving SnapLogic issues, resulting in a 9-month streak with no crashes, an 80-hour/quarter efficiency gain, and unlocking product and delivery value while reducing risk.
- Comprehensively documented 34 shared integration pipelines, enhancing training efficiency for support, engineering, SnapLogic consultants, and other teams. This initiative resulted in reduced onboarding and training times, improved configuration quality, and faster releases of improvements and bug fixes.
- Evaluated and tested ETL tools, conducting proof-of-concept (POC) tests, and made critical vendor selection decisions based on hands-on expertise.
- Systematically managed and executed quarterly platform upgrades for SnapLogic, ensuring platform stability and functionality, including the development of 27 comprehensive test case scenarios for shared integration pipelines to maintain high-performance standards.
- Developed automation scripts using Automation Anywhere RPA (Robotic Process Automation) for ongoing data migration, validation, and workflow projects, including an initiative to automate report views, dashboards, and tiles using OpenGov API (GraphQL, REST API).
- Contributed to the engineering team's efforts on the procurement platform, gaining experience in JavaScript, React, Node JS, and Docker through successfully delivering on and resolving over 20 enhancement and accessibility tickets.
- Helped develop a chatbot assistant with Python using LLM for real-time query resolution, integrated with Slack and JIRA for optimized support operations.

- Successfully resolved a long-standing operational challenge by reducing the number of pipelines running by 16.2%, a problem that had persisted for years without resolution by both SnapLogic and our internal engineering teams, optimizing resource utilization and enhancing overall efficiency.
- Implemented retry logic for all Read snaps within SnapLogic shared pipelines, achieving an 87% reduction in support tickets (691 fewer tickets per quarter) and saving 115.17 hours per quarter, improving operational efficiency and reducing costs.

### Integration Specialist, OpenGov, Redwood City, CA July 2017 – February 2022

Specialized in the development of custom ETL mappings and integrations from various client ERP systems to OpenGov's platform, working closely with clients to understand and meet their specific business requirements. This collaborative approach ensured the delivery of tailored integration solutions that supported client objectives and facilitated effective data analysis and reporting.

- Provided automation solutions through over 80 client integrations, significantly reducing the need for manual data uploads, which is a key factor in clients' decision to purchase, thereby implying considerable efficiency gains for end-users.
- Championed an extensive ETL initiative for the Oklahoma state government, handling daily integrations of 700,000 records and earning a spot bonus for meeting stringent deadlines that advanced the state's fiscal transparency.
- Developed a Python script to streamline the daily processing of 8 Accela Cloud REST API datasets, transforming and consolidating JSON data for enhanced city reporting services.
- Conducted detailed client training sessions on OpenGov's reporting and Chart of Accounts features to compensate for implementation analyst shortages, while also providing expert consultation to IT partners on leveraging iPaaS tools like SnapLogic and TIBCO Scribe for efficient ETL workflows.
- Implemented a sophisticated data pipeline for California's Fi$Cal agency, featuring an error-resilient system that maintained data integrity by automatically reverting to previous states in the event of discrepancies.
- Developed a specialized program to automate balance sheet and net income data flows, aligning budget entries and fiscal balances with established accounting principles to maintain accurate financial records.
- Transformed city government data workflows with Python scripts, enhancing decision-making with improved visual dashboards, leading to a 50% time savings in budget development as highlighted in a company case study; recognized with a perfect NPS score of +100 for exceptional client satisfaction.
- Collaborated closely with Boyce Computing, a specialized ERP solutions provider, to enhance their Key-Fund software with OpenGov-optimized reporting functionalities, significantly improving financial management efficiency for mutual clients.

- Developed and deployed a suite of Autohotkey and Python scripts to automate the transfer of data to SFTP servers from the Edmunds ERP system, equipped with error logging and alerting mechanisms to ensure data integrity and process continuity.

### Data Analyst Intern, Haystagg, Manchester, NH Summer 2016

*Programmatic advertising startup that utilized a genetic algorithm to predict Internet users' behavioral patterns primarily for situational targeting in ad campaigns.*

Prepared data in SAS for machine learning, then generated visualizations for clients from Tableau based upon the results of the model.

- Analyzed a dataset with millions of observations and hundreds of variables, providing valuable insights to William Hill Bookmaker, including betting trends on greyhound racing, Australian football, and more.
- Extracted data from Semcasting's Big Data warehouse and cleaned the unstructured data, then segmented customer tier groups using logistic regression and K-means clustering.

### Business Development Intern, Slydde (acquired by Hooch, Inc.) Summer 2015

*Slydde was a mobile app company focused on enhancing the customer experience in bars and restaurants by streamlining the ordering process for drinks and cocktails.*

Contributed to product design and conducted research. Responsibilities included brainstorming innovative app features, optimizing the user interface based on behavioral insights, and presenting critical research findings to the CEO. This internship provided valuable exposure to the startup's inception and early-stage dynamics, ultimately leading to the company's successful acquisition.

### Technology Support Staffer, Osgood Bradley Building Summer 2012, 2013, 2014

*The Osgood Bradley Building, an eight-story, 150,000 square foot industrial complex, housed a diverse range of businesses.*

Responsible for diagnosing and resolving computer and network issues reported by tenants and businesses within the building. Managed and maintained a repository of spare PCs throughout the facility. My duties included building and optimizing numerous Windows-based PCs, providing technical assistance for software applications such as Microsoft Office, Word, Excel, and Google Docs. This experience allowed the development of practical IT skills while delivering essential support to the building's occupants.

### App Developer Intern, Rocket Farm Studios Summer 2011

*Rocket Farm Studios, a small mobile strategy and development company, offered me the opportunity to work as an App Developer Intern during the summer before my senior year of high school.*

Independently created a prototype of the ZipText iPhone app for Android using AppInventor. The main component of ZipText was to enable users to personalize their top 10 contacts and top 10 text

messages, which was an innovative concept at the time. Early exposure to app development sparked a passion for programming and laid the foundation for future pursuits in the tech industry.

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## ***Additional Academic Work***

### Teaching Assistant, 88-220 Policy Analysis, CMU Fall 2015

Selected as a Teaching Assistant (TA) for Policy Analysis, a course with a strong emphasis on microeconomics and economic efficiency. As a TA, responsibilities included collaborating closely with fellow masters students, grading papers, meticulously reviewing and proofreading answer keys created by the master's students for accuracy, and occasionally providing support to the professor. This experience allowed for a deepened understanding of microeconomic principles and the development of effective communication and collaboration skills within an academic setting.

### Research Assistant, Social and Decision Sciences Department, CMU Spring 2014

Contributed to a research study focused on “Discrepancy Detection as a Measure of Intuitive Performance,” which involved utilizing the Facial Action Coding System (FACS) and managing research participants, collecting data, and organizing and coding data for analysis in Microsoft Excel. Played a pivotal role in the execution of the research project, handling over 125 participants.

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