ROBERT PEREZ

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PROFESSIONAL PROFILE

Data analyst and IT professional with experience spanning higher education, financial services, business intelligence, automation, and technical team leadership. Develops operational dashboards, integrates information across enterprise systems, and translates reporting needs into actionable insights. Brings a hands-on background in IT operations and an interest in data quality, governance, and responsible AI-enabled workflows.

PROFESSIONAL EXPERIENCE

Data Analyst

Rutgers University | IP&O, Strategic Services | Oct 2023 - Present

- Develop and maintain reporting dashboards supporting employee services, operational visibility, and leadership decision-making.
- Analyze data from multiple sources and present findings through business intelligence and data visualization tools.
- Coordinate with stakeholders and technical partners on reporting requirements, data availability, and enterprise-system constraints, including PeopleSoft and ServiceNow.
- Identify opportunities to improve data quality, reporting consistency, process documentation, and repeatable workflows.
- Prototype analytics and automation approaches, including Python-based dashboards and exploration of local AI tools for data access and analysis.
- Contribute to conversations about divisional data governance, data stewardship, and clearer ownership of operational information.

Analytics & Automation Auditor

Fiserv | Nov 2022 - Oct 2023

- Performed internal-audit data analysis with Alteryx Designer and translated findings into audit-ready reporting.
- Created Power BI dashboards and business visualizations to communicate trends and support audit teams.
- Extracted and processed information from SAP, BCP, ServiceNow, Venafi, Workday, and TeamMate.
- Automated data-processing workflows and audit-report preparation using Microsoft Power Automate.

User Support Services Specialist

Rutgers University | Office of Information Technology | Mar 2022 - Sep 2022

- Acted as a senior escalation resource for student consultants and supervisors and handled critical account-access requests.
- Interviewed student consultant and supervisor candidates and supported technical projects.
- Analyzed help-desk activity and created dashboards for operational statistics presentations.

ADDITIONAL TECHNICAL & LEADERSHIP EXPERIENCE

Field Service Engineer III

Robert Wood Johnson Medical School | Contract | Dec 2021 - Mar 2022

- Provided on-site and remote break/fix support to medical personnel in time-sensitive clinical settings.
- Worked in a hospital environment with strict HIPAA procedures.

IT Technician

CompoSecure | Contract | Mar 2021 - Nov 2021

- Managed Active Directory users and computers, equipment deployment, and endpoint administration.
- Wrote PowerShell scripts to automate staff processes and PC imaging; administered SentinelOne security software.
- Supported operations in an industrial manufacturing environment with strict safety requirements.

Help Desk Analyst

Association Headquarters | Contract | Jan 2021 - Feb 2021

- Provided staff technical support using SolarWinds and LogMeIn remote support tools.
- Configured Windows VPNs, managed Active Directory accounts, and troubleshot network drives.

Network / Application Support Supervisor

Rutgers University | Office of Information Technology | Part-time | Jun 2018 - Feb 2021

- Hired, trained, and supervised consultants; developed technical documentation and training materials.
- Analyzed and visualized help-desk trends using Power BI for service reporting.
- Supported 802.1X authentication and wireless-network compatibility testing and escalated advanced issues across IT teams.
- Delivered introductory PC-building and networking classes; monitored server issues with Nagios and Network Node Manager.

TECHNICAL SKILLS

Analytics & BI: Power BI, Tableau, Alteryx Designer, SQL, Excel, reporting dashboards, data visualization

Automation & Development: Python, Flask, PowerShell, Microsoft Power Automate

Enterprise Platforms: PeopleSoft, ServiceNow, SAP, Workday, TeamMate, Venafi, Microsoft 365

IT & Infrastructure: Active Directory, SentinelOne, SolarWinds, Cisco ISE/Prime, Wireshark, Nagios, Network Node Manager, LogMeIn/Dameware

EDUCATION & CERTIFICATIONS

Rutgers University-New Brunswick | B.A., Information Technology and Informatics | May 2021

Specialization: Game Production & Innovation • Minor: Human Resource Management

Dean’s List: Spring 2019 - Fall 2020 • GPA: 3.238 (Major: 3.533)

Alteryx Designer Core Certification (Jan 2023) • TestOut PC Pro Certification (May 2020)

Languages: English (fluent); Spanish (proficient)