

DUANE JURGENS

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SENIOR BI CONSULTANT PROFILE

Data Warehouse Architect / Analytics Solution Provider

Technically sophisticated professional with qualifications in analyzing business needs, architecting innovative solutions, database, and reporting solutions measuring performance against goals, identify trends, and detect and respond immediately to new opportunities and issues. Organized, take-charge professional with exceptional follow-through abilities and detail orientation; able to plan and oversee multiple projects from conception to successful conclusions. Outstanding communication and liaison skills proven by effective interaction with clients, business stakeholders, management, partners, and team members. Experience base across many technical fronts and industries.

CORE COMPETENCIES:

- Business / Systems Analysis
- Solution Architecture, Data Modeling
- Data Analysis, Integration & Reporting
- Data Mart / ETL Data Stage Development
- OLTP Data Integration
- Database Configuration & Tuning
- Database Architectural Design & Optimization
- Client Relationship Management

Technology Proficiency:

- AIX, HP/UX, Digital Unix, Solaris
- SQL Server 2008/2012/2014 SSIS, SSRS, SSAS, TFS, Transact SQL, Service Broker
- Oracle Forms, PL/SQL, OCI, SQL Load
- Sybase Transact SQL, Open Client /Server
- DB2 (UDB EEE) Stored Procedures, UDF
- Ascential Data Stage against DB2 and Teradata
- Teradata Multiset and Infopump development
- .Net MVC, C, C++, SQL, Visual Basic
- Autosys, Active Batch, MS Office

PROFESSIONAL EXPERIENCE

JURGENS ASSOCIATES, INC.

1991 – Present

Senior BI Consultant / Data Warehouse Architect / Senior Developer / Analyst

Architect, plan and implementation of Open Systems data solutions at client locations throughout the Minneapolis area. Consult with clients to provide expertise across a broad range of technology and business solutions, including relational database architecture, optimization, data migration and integration, OLAP and OLTP applications, and Best Practices.

Selected Engagements

ECOLAB, INC.

May 2016 – September 2017

Role: Senior BI Consultant

- Architect and developer of a datamart referred to as Commitment Engine. This application calculates technician scheduled customer visits based on a number of sophisticated factors. The process is driven via an MS 2012 SSIS package for which I worked as the architect, business analyst, developer and production support resource. Customer Value Dashboard reports customer interaction developed in SSRS.
- Creation of SmartPower reporting as part of the Executive Business Reports (EBR) dashboard. The reports are developed in SSRS and are formatted in such a way that the reports can be elegantly exported to MS Powerpoint and used for client presentations. The reports I developed for EBR are related to washer performance metric reporting.
- Developer of SSRS reports used to show distributor reselling of Ecolab products in both the US and Canada. The hierarchical reports show multiple performance graphs, rolling 24 over months and can be drilled for detail data.

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- Development of SSRS reports replacing Access Database VBA applications. The new SSRS reports are capable of exporting to MS Excel the same as the Access VBA output.

CHECKVIEW SYSTEMS, INC.

April 2016 – May 2016

Role: Data Migration Specialist

- Development of Great Plains to SAP SQL scripts to convert existing business data. Scripts developed converting Bill of Materials, Project and Purchase Orders.

CENEX HARVEST STATES, INC.

June 2014 – March 2016

Role: Senior BI Consultant

- Architect, analyst and development resource to address needs across a number Cenex business units. Architect and developer of Terminal Position Automation Data mart. This data mart provides a reporting environment for propane shipment and consumption for the entire Midwest. Railcar and trucks automatically report shipments while customer contracts and lift is captured. Customer invoicing is transmitted along with contractual data from JD Edwards Accounting system. Data mart is 100% automated to provide business representatives with a clear propane inventory view and calculated future shipment and lift.
- Development of ETL to pull vendor agriculture data into the enterprise data warehouse. SSIS packages developed to populate 8 dimension tables and 4 fact tables. ETL developed to allow clean data into the Data Warehouse while non conforming data written to processing error log for manual intervention.
- Architect / development resource of SSAS cubes reflecting daily agriculture commodity position reporting. SSAS cube supports the business hierarchy, commodity, future and present positions via date dimension. SSIS packages populate the dimension and fact tables daily, along with cube processing each night.
- Development of ETL in ODS to view refined fuels customer contractual commitment to actual lift and invoice for compliance purposes. Data pulled from JD Edwards and Microsoft CRM. SSRS Reporting. Development of SSIS ETL as well as SSRS reports with the credit processing group. Maintenance MVC coding for business and client credit card processing applications. ETL support of the eDocs invoice application. This application sits on top of the corporate ODS instance and integrates data from JD Edwards and Microsoft CRM. Support of the day to day ETL as well as reporting modification.

BLUESTEM BRANDS, INC.

June 2011 – June 2014

Role: Architect, Senior Development Consultant

Senior technical resource responsible for the architecture, development, production readiness and implementation of key enterprise solutions.

- Architect, developer and production turnover of multiple Credit Collections applications. The applications developed in SQL Server SSIS 2008 utilize XML messaging across MSMQ connections to update data on our First Data vendor host.
- Architect, developer and implementer of a SOX Compliance solution to offer transparent visibility to all process execution results, target audience external auditors. Conversion of 300+ SQL Agent processes to Active Batch (ASIC). Integration of process failure notification with HP Service Management. Modeling and SSIS development of a reporting repository to hold all Active Batch execution results merged with HP Service Management. SSRS (2008) reports developed providing transparent visibility of enterprise process execution, tracking failures back to HPSM Incident Tickets for resolution management.
- Migration of Enterprise Servers from 2005 SQL Server to 2008 SQL Server. Conversion of DTS packages to 2008 SSIS as well as the conversion of SQL Agent jobs to Active Batch.
- SQL Server SSIS solution developed to archive 400 GB of Great Plains data to an archive server.

WELLS FARGO, INC.

February 2011 – May 2011

Role: Senior Developer

Split client arrangement, senior developer responsible for the development of 2008 SSRS reports for Debit Card analysis, conversion of key DTS packages to 2008 SSIS and support initiatives promoted by management.

MARKETING ARCHITECTS, INC.

August 2008 – April 2011

Role: Senior Developer

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Senior developer responsible for the development and support of enterprise applications based on SQL Server 2008 / 2005 RDBMS technology.

- Development and deployment of Transact SQL, SSIS and SSRS code used to support a customer facing Web site. Hundreds of stored procedures developed to provide call related metrics and attributes to the customer. SSIS packages developed to synchronize data from internal voice recognition and CRM systems. SSRS reports developed to internally reconcile customer facing data to internally support applications. Application placed in production on July 25th, 2010.
- Development and maintenance of SSIS packages. Development of SSIS package to match vendor data related to detected radio advertisement airings to planned Marketing Architect spots. Enhancement of SSIS packages for Web site activity matching, order fulfillment processing, order fulfillment reporting, advertiser portal data replication.
- Development of SSRS reports for Media spot planning, match of client confirmation media spot execution against plan, report providing account executives with discount analysis prior to and after a price change becomes effective on a media outlet.
- Deployment and support of MS Service Broker to route call data from IVR (co-located) servers to multiple servers. Coexistence between servers servicing our extensive phone network back to our CRM server and reporting servers on a near real-time basis.

INGENIX, INC. (UNITEDHEALTH GROUP)

October 2007 – August 2008

Role: Senior Manager

Senior Manager who formed a team of 18 professionals to productionalize and manage the day of 5 data mart applications.

- Manager of production team responsible for the function of 5 clinical applications in a high availability environment. Applications provide quality and cost designation against physician and facility performance, promoted to the Internet for member consumption.
- Management of 10 SQL Server 2000 production / UAT systems. Technology support for Datastage (Parallel Edition), DTS packages, Autosys scheduling automation, and ASP and C# Web Application.

RBC DAIN, INC.

February 2007 – October 2007

Role: Senior BI Consultant

Architect and Development lead commissioned to re-architect a highly visible executive level datamart within the RBC Dain Market Research group.

- Participate in the business analysis and architecture of the Market Research Data Mart. Data Mart supports 7 subject areas, centered on client account, household and financial consultant.
- Developer working on a Firstlogic (now owned by Business Objects) household application. The application performs address correction, and then consolidates accounts based on name, address, phone and social security number.

WELLS FARGO, INC.

April 2000 – February 2007

Role: Senior BI Consultant

Recruited to assist in delivering a new enterprise DB2 (UDB EEE) Data Warehouse solution for the Mortgage Division. Liaised between Microstrategy, IBM, Knights Bridge, and Cytek vendors to design and implement architecture to capture key mortgage and customer data and resolve retention issue on refinance initiatives.

- Led the architecture, development, and delivery of Goldrush, a DB2 (UDB EEE) Data Mart based solution to provide marketing groups with a means to define retention marketing strategies to retain key customers. The star schema Data Mart delivery includes sophisticated fact table aggregation and metric ranging.
- Effectively deployed and integrated Unica's Affinium marketing tool onto Data Mart to support Waterfall marketing to the customer base.
- Solution was recognized for increasing overall refinance revenue from \$3M to \$6M within 2.5 years; and was successfully capturing \$7M per month in earnings within 3 months.

CHRONIMED, INC.

August 1996 – November 1997, September 1999- March 2000

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Role: Senior Consultant

Multiple engagements, originally brought in to oversee the configuration of UNIX infrastructure to increase performance mission-critical transactional Sybase Order Entry System. Tuned the UNIX operating and memory/CPU allocation on the Sybase database engine; and implemented row-level locking to replace existing page-level locking.

- Performance improvement of 20% of flagship OTLP Order Entry system by 20%.
- Successfully tuned OLTP application to take advantage of Sybase 11.9.2 server environment to deliver data, index and log caching functionality.

WELLS FARGO MORTGAGE, INC.

January 1999 – November 1999

Role: Senior Consultant

Senior Developer accountable for leading all efforts to design and develop a middleware (C language) solution to replace costly solution recommended by Sybase Professional Services organization. Designed, developed and integrated the Transformation Server application (Sybase Open Server / Open Client technology) to automatically accept and transmit replicated loan origination data from Sybase database to legacy server.

HONEYWELL, INC.

September 1998 – September 1999, March 1997 – December 1998, September 1992 – June 1995

Role: Consultant / System Analyst

Built an impressive record of achievements through multiple consulting engagements across 5 years. Recruited to newly established 7-member Consulting Team to provide technical expertise and leadership to various business units implementing Role initiatives.

- Core member of team accountable for assisting in the deployment of ORACLE automation (Forms, PL/SQL, SQL Load) to replace legacy Ingress applications for the Home and Building Division. Led all efforts to deploy new ORACLE environment, and effectively migrate data to new Financial and Manufacturing modules. Solution provided management with a means to capture and report on critical data.

Lead Analyst in implementation IBS high-availability centralized monitoring application and redundant fail-over system to support newly established centralized residential and commercial physical security monitoring facility, based on IBM RS6000 hardware with SYBASE hardware.

- Chosen to research, recommend, and implement next-generation hardware configuration for the monitoring environment. Evaluated products, gathered RFPs, selected solution, and oversaw the design and implementation of new RAID 5 DASD architecture, consisting of IBM RS6000 systems and highly available Clarion RAID. Upgrade of SYBASE from 11.2 to 11.9.2. Architecture effectively increased availability of hardware from 95% to 99%, and minimized support and hardware costs.

NORTHWEST AIRLINES, INC.

June 1995 – April 1997

Role: Consultant

Core member of team accountable for architecting, developing and implementing an Image Management System to replace Filenet based service. Created a proof-of-concept prototype, and led the deployment of new hardware to support new system utilizing SYBASE on a Sun server managing 1.2 Terabytes of RAID 5 disk and 10 Terabytes of DLT tape technology.

LIBERTY CHECK PRINTING, INC.

October 1996 – December 2001

ROLE: SYSTEM ANALYST

Full accountability for architecting and implementing company's 1st data mart solution, utilizing ORACLE PL/SQL and Designer 2000 to provide financial reporting to corporate clients.

EDUCATION AND CREDENTIALS

Master of Business Administration (MBA)

UNIVERSITY OF MINNESOTA CARLSON SCHOOL OF MANAGEMENT, Minnesota, MN

Bachelor of Science in Computer Science

UNIVERSITY OF MINNESOTA INSTITUTE OF TECHNOLOGY, Minnesota, MN