

Xander Hieken

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Professional Summary

Analytical and strategic thinker with a diverse background of professional and academic experience. Passionate about leveraging data and technology to create real solutions for complex problems. 9+ years of experience collaborating and working with cross-functional teams to better understand business needs and develop a more empathetic relationship with customers.

Education

University of Missouri

Bachelor of Science in Business Administration, Emphasis: Finance and Banking

Bellevue University

Master of Science in Data Science

Skills and Proficiencies

Agile Methodologies

Alteryx Designer

Data Cleaning and Preparation

Supervised and Unsupervised Learning

Data Analysis using Python, R, and SQL

Strong written and oral communication skills

Microsoft Office Suite (Word, Excel, PowerPoint, etc.)

Ability to learn new concepts and technologies quickly

Adobe Creative Suite (Illustrator, Photoshop, Premier Pro, etc.)

Strong research and analytical skills with the ability to collect, organize, analyze, and disseminate large datasets

Professional Experience

PlanSource – Orlando, Florida 2020-2021

Data Analyst

- Cleaned and processed data received from disparate sources in a variety of formats
- Audited data from insurance carrier systems against PlanSource to verify benefit elections and payroll deductions
- Convinced management to use Alteryx Designer instead of similar software- saving tens of thousands of dollars per year
- Worked with leadership from other teams throughout the company to help identify processes to automate
- Automated many processes across teams and departments to save on labor costs in the long-run
- Researched and reverse-engineered processes that were entirely handled by former employees then wrote standard operating procedures to help future employees understand how to complete the work in the future
- Trained employees on multiple teams to use Alteryx Designer to increase efficiency in processes that couldn't be fully automated

Disney Vacation Club – Orlando, Florida 2017-2020

Advance Sales Associate

- Met with guests to better understand their vacation habits and aspirations
- Identified opportunities where guests would benefit from joining Disney Vacation Club (DVC)
- Educated guests on how DVC membership could add value to their future vacations
- Showcased DVC villas to highlight differences from standard rooms

IBM – Columbia, Missouri 2017

Global Technology Services

- Scripted patches and installed software remotely using PowerShell and Bash
- Collaborated with project managers to build IBM's Db2 virtual servers to client specifications
- Participated in daily Scrum meetings to make sure we hit our sprint goals
- Selected by IBM's Global Technology Services as part of their "New Collar" initiative
- Rotated through Project Management, Server Build, Mainframe, Networking, and Network Security teams to gain a deeper understanding of how everything fits together at the enterprise level

Veterans United Home Loans – Columbia, Missouri 2012-2017

Loan Officer

- Called potential borrowers to collect information to complete a loan application
- Gathered borrower financial information and documentation
- Verified accuracy and completeness of the data in our lending software
- Analyzed financial data to determine creditworthiness for loan approval
- Maintained licensure and working knowledge of lending regulations for 25 states
- Negotiated rates, fees, and contracts for my borrowers
- Communicated openly with all parties to facilitate smooth closings