Jason T Harmer

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SUMMARY

Visualization and analytics expert with over 8 years of results-driven data experience and 10 years in IT. As a creative leader, I have significant experience dealing with complex data governance, collection, and transformation. I work with leadership to support data-driven decision making through interactive, insightful and consumable analytics. Great communication skills enable me to communicate data and analytics to all levels of organization. I am very active in the analytics community and am a strong analytics ambassador.

TECHNICAL SKILLS

Business Objects, SharePoint, Clarity, Microsoft Office, Minitab, Tableau Desktop, Tableau Server, SQL, Oracle, R and R Studio

EXPERIENCE

[Nationwide Mutual Insurance Company (Nationwide Insurance)](https://www.nationwide.com/), Des Moines, IA

**Consultant IT Process Management (Internal Employee), IT Portfolio Mgmt 03/17 - Present**

* Created a Tableau / Reporting strategy working group with Director-level leaders to help identify a framework and process around IT Portfolio reporting to help drive consistencies, automation, and a clear sense of direction with reporting metrics and tools used.
* Transitioned many data sources from an Oracle database or Excel flat files on a network share drive to Tableau server, which resulted in CPU / memory usage and storage decreases to help build efficiencies for report refreshes as well as minimizing costs for the on-premises server.
* Created a data taxonomy / data definition document to clarify what fields mean from a reporting and business perspective and to drive consistency in reporting.

**Specialist IT Process Management, IT Portfolio Mgmt 08/14 – 03/17**

* Ran the analytics maturity project which involved utilizing Tableau Desktop and Server. Over 2015 saved over 700 resources hours through automation in reports.
* Initiated a passionate group of analytics people in Des Moines to focus on Tableau and work in conjunction with the existing Nationwide Tableau User Group. Organized a Tableau Day at 1100 Locust with 60 attendees.
* Completed the Emerging Leaders Program in November 2015.
* Increased the scope of our main report (Capacity and Demand) to reach the entire enterprise. Also as stakeholders increased, started a IT Portfolio Tableau User Group to gather requirements from a desktop and server perspective, and offered a short Tableau 101 course for new users.
* Socialize and offer quarterly training for new users of Tableau server.
* Socialize new processes within Clarity to many stakeholders, including Iteration Managers, Project Managers, and Resource Managers.
* Guest speaker and facilitator of Tableau User Groups at Nationwide, ISU, and through DSM TUG. Discussed my journey with Tableau, driving efficiencies, insights, and adoption.
* Created custom SQL code to run backlog analysis in Tableau for IT defects.

**Specialist IT Process Management, Run Business Intelligence 11/12 – 08/14**

* Operationalized a report for the P1-P4 incident space that used statistical measurements and analysis to identify specific areas in I&O to promote Problem Management for the end goal of incident reduction.
* Operationalized a report for the mainframe batch space that helps identify drivers of consumption/CPU cost for mainframe jobs that abend.
* Obtained OYS CI White Belt certification/Champion status in August 2013.
* Became project leader/facilitator when creating a report that analyzes applications within a critical business process (CBP). Increased leadership and communications skills by leading a project that consisted of working with multiple teams with multiple project milestones/deadlines. The reports allow leadership to view IT performance across different CBP’s.
* Established leadership role by becoming the Tableau Server project lead for the RBI team. Designed a one page supplemental form for end users as a contact/help dashboard.

**Senior Analyst, IT Service Desk Analytics 12/09 – 11/12**

* Deliver BSA reports to IT partners that analyze interaction volume for hundreds of applications to identify statistical trends and make recommendations to reduce user impact.
* Successfully implemented a statistical tool within the BSA reports to help identify volume changes based on variance and statistical significance.
* Successfully implemented a magnitude scoring system for the Agent Center Platform group that helps identify emerging problems/issues for all Agent Center knowledge documents. The scoring system is based on interaction volume total, interaction volume variance, cost per contact, ratio of interaction volume, and number of increasing months.
* Acted as a project lead for our re-categorization project, which reaches out to all IT partners to help create consistent categorization values across interaction and incident tickets to help drive connections from symptom and direct cause to drive incident reduction.
* Continue to create complex ad-hoc type reports that analyze trends based on metrics such as handle time, first call resolution rates, user type, location, categorization (interaction and incident), and application type.
* Utilized as a data/report lead to assist others within IT to create effective and meaningful reports, while gaining expert knowledge in Business Objects, Web-Intelligence, and data analysis functions within MS Excel 2007, such as pivot tables and vlookup functions.

Technician, IT Service Desk 03/07–12/09

* Provided first-tier, technical support and problem management to end users on routine issues regarding computer operations, including installations, setups, error messages, on-line transactions, system status and downtime procedures.

EDUCATION

[Luther College](https://www.luther.edu/), Des Moines, IA

**Bachelor of Arts 2003**

Major in Mathematics/Statistics

[Iowa State University](https://www.iastate.edu/), Ames IA

**Masters of Business Analytics (MBS)**  **Expected graduation 2018**

Certifications

Tableau Desktop Certified Professional 2016

Personal interests

Main Street Iowa Volunteer of the Year Award, 6th Avenue Corridor, 2014

Co-facilitate the DSM Tableau User Group (DSM TUG), 2015-2017

VP of Programs, DAMA Iowa Board (2016-2018)

Presentations:

Top BI Trends: Tableau + Nationwide IT // The Evolution of Business Intelligence, Tableau – 2017.02.22

Self Service Analytics: IT Use Case // DAMA Iowa’s DAMA Day – 2017.05.16

Nationwide IT: Using data to drive decisions // Tableau Webinar – 2017.08.10

Nationwide IT: Using Self Service Analytics to Run the Business of IT // Tableau Conf ’17 – 2017.10