NICHOLIS A. FOWLER

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BUSINESS INTELLIGENCE ANALYST

Experienced Business Intelligence Analyst skilled in data analysis, visualization, collaboration, and translating insights into actionable strategies. Proven track record of enhancing operational efficiency and decision-making. Seeking to contribute expertise to drive data-driven excellence.
Areas of expertise include:

- Azure Suite
- SQL
- DAX
- PowerBI
- PowerBI Paginated
- ITSM Applications
- Power Apps
- Power Automate
- Sharepoint
- Tabular
- ERP/CRM Systems
- Microsoft Fabric

EXPERIENCE

DECEMBER 2025 – PRESENT
SENIOR DATA ANALYST, PHILLIPS INC.

Worked on building and maintaining automation flows to reduce manual effort and improve data reliability. Helped develop and organize data warehouse structures to support reporting and analysis. Created and maintained reports and dashboards used by teams to better understand operations and make informed decisions.

Key Contributions:

- **Automation & Notifications:** Built Power Automate flows to deliver dynamic notifications based on organizational hierarchies, ensuring the right people receive timely, relevant information.
- **Reporting & Dashboards:** Designed and maintained dashboards that combined data from multiple systems into clear, actionable reporting for business users.
- **Data Warehouse Development:** Contributed to data warehouse development using SQL Server and Microsoft Fabric, enabling faster, more accurate analytics across the organization.
- **Excel Report Automation:** Replaced manual Excel-based reporting with automated reports, reducing repetitive work and improving consistency and reliability.

MAY 2023 – PRESENT
BUSINESS INTELLIGENCE ANALYST, FAGRON INC.

Collaborated with executives and ERP developers to develop intuitive and insightful reports aimed at enhancing business effectiveness and efficiency. This involved working with SQL and tabular data sources to gather and analyze information. Additionally, I partnered with international teams to ensure the design coherence of our global reporting efforts, contributing to growth across all regions.

Key Contributions:

- **ERP Report Migration.** Led the migration of 40+ reports from a custom ERP to D365 F&O. Worked with ERP developers, Business Leaders, and Project Managers to successfully migrate reports adding new functionality, better insights, and improved productivity.
- **Data Warehouse Report Migration.** Leading the migration of reports from legacy SQL sources to a new Azure Analysis Services data source, ensuring data integrity and maintaining high report confidence. Leading a team of 7 report developers utilizing Azure Devops to migrate over 140 reports.
- **Global Reports.** Engineered comprehensive 'Top Items' and 'Daily Sales' paginated reports, automating data-driven exports with Power Automate, enhancing daily decision-making for executive leadership across 30+ countries.
- **Develop and Maintain Dashboards.** Architected and sustained over 10 interactive dashboards on Power BI, improving operational insights for over 1,000 global users.
- **Ground up reporting for newly acquired company.** Spearheaded the integration and reporting strategy for a newly acquired company, designing a star schema that enabled comprehensive KPI tracking across Sales, Marketing, Shipping, and Development.
- **Built and maintained 100+ reports.** Led the development and maintenance of over 100 critical reports, personally responsible for 80% of the US market's analytics, significantly enhancing regional business strategies.

FEB 2022 – MAY 2023
IT HELPDESK AGENT, FAGRON INC.

In this role, I manage user tickets, resolve software and hardware issues, and proficiently administer user accounts across various applications. My strong communication and collaboration skills enable me to consistently deliver high-quality results as a skilled and motivated IT professional.

Key Contributions:
- **Ticket Notification via Teams.** Developed an app with node.js, Teams bot/API, and TOPdesk API to send immediate notifications to first-line operators upon new ticket submission, increasing SLA compliance by 40%.
- **Virtual Receptionist Power App.** Developed a Power Apps-based tablet app for building entrances across North America to streamline visitor sign-in and notify hosts of guest arrival via Teams/Outlook, ensuring a professional guest experience.
- **Adjustment Power App.** Developed a Power Apps application to enable sales and customer service teams to submit billing adjustments for a variety of purposes. Subsequently, the collected data is stored in SharePoint lists and accessed by Finance to conduct thorough assessments eliminating outdated excel files and decreasing submission time by 50%.
- **PowerBI Ticket Report.** Designed a comprehensive PowerBI report to analyze my individual ticket performance, intended for sharing with my direct report on a semi-annual basis.
- **Data Migration.** Assisted with business data migration to cloud-based servers, conducting group training for leaders and staff on Sharepoint, Teams, and OneDrive administration and imparting general knowledge.

EDUCATION

APRIL 2021
BACHELOR OF SCIENCE IN COMPUTER SCIENCE, ALMA COLLEGE

ACTIVITIES

AUGUST 2019 – APRIL 2021

CHAPTER PRESIDENT, BUSINESS PROFESSIONALS OF AMERICA – ALMA COLLEGE

- **Demonstrated effective team management skills by successfully organizing national conferences for two consecutive years.**
- **Established collaborations with various campus organizations to strategize and plan a diverse range of on-campus events, fundraisers, and biweekly meetings.**

AUGUST 2017 – APRIL 2018

LEAD DEVELOPER, FIRST ROBOTICS – ALMA HIGHSCHOOL

Engineered Java code to facilitate the robot's functionality in teleoperated and autonomous modes, thereby enhancing its performance during competitive events.