

Jeremy Roberts

Support Engineer

jeremy@jarcool.com Pittsburgh, PA [linkedin.com/in/ctrobertsj](https://www.linkedin.com/in/ctrobertsj)

SUMMARY

Collaborative leader who actively partners with coworkers to foster an engaged and empowering work culture. Proven track record in building and maintaining relationships with diverse stakeholders in fast-paced and dynamic settings. Over 20 years of progressive experience at the largest CRM outsourcing provider, specializing in reporting and data analysis. Experienced in roles such as Planning Analytics Admin and Developer, as well as Cognos Analytics Admin and Developer, with expertise in data integration, reconciliation, modeling, and analysis. Skilled in optimizing processes and procedures, employee training, development, and leadership.

EXPERIENCE

Support Engineer

Mar 2026 to present

Cubewise, Remote

Manager - Financial Reporting & BI

Oct 2020 to Mar 2026

TP, Remote

- Implemented and managed IBM Planning Analytics and Microsoft SQL platforms
- Built high-performing teams through effective recruitment, onboarding, and talent development initiatives.
- Resolved staff member conflicts, actively listening to concerns and finding appropriate middle ground.
- Cross-trained existing employees to maximize team agility and performance.
- Achieved departmental goals by developing and executing strategic plans and performance metrics.
- Streamlined workflows by identifying bottlenecks in existing systems and implementing appropriate solutions.
- Developed a strong company culture focused on employee engagement, collaboration, and continuous learning opportunities.
- Led cross-functional teams to achieve project goals, fostering collaboration and innovation.
- Established team priorities, maintained schedules and monitored performance.
- Defined clear targets and objectives and communicated to other team members.
- Developed detailed plans based on broad guidance and direction.
- Established performance goals for employees and provided feedback on methods for reaching those milestones.
- Launched quality assurance practices for each phase of development
- Planned, created, tested and deployed system life cycle methodology to produce high quality systems to meet and exceed customer expectations.
- Increased accuracy of forecasting process by standardization and increased visibility within easy to use interfaces.
- Created new unified processes for adding new clients and/or sites with standardized ASP web form that feeds directly into SQL database
- Act as liaison to parent group, operations, accounting, and other reporting groups for Global Business Objects on standardizing naming conventions
- Provide various analysis and integrity checks with ad-hoc queries as well as developed stored procedures
- Managed and motivated employees to be productive and engaged in work.
- Accomplished multiple tasks within established timeframes

Cognos & Planning Analytics Developer

Aug 2012 to Oct 2020

TP, Salt Lake City, UT

- Continuously updated skills through training courses, workshops, and self-study—staying current on industry trends and emerging technologies.
- Debugged complex data issues, leading to a more stable ETL processes.
- Collaborated with cross-functional teams to ensure seamless integration of new features.
- Participated in regular code reviews, ensuring high-quality standards were consistently met across all development efforts.
- Adapted quickly to new technologies and programming languages, enhancing overall team productivity.
- Reduced development time by creating reusable code libraries for future projects.
- Updated old code bases to modern development standards, improving functionality.
- Designed and developed forward-thinking systems that meet user needs and improve productivity.
- Analyzed work to generate logic for new systems, procedures and tests.
- Conducted data modeling, performance and integration testing.

- Rapidly prototyped new data processing capabilities to confirm integration feasibility into existing systems.
- Proved successful working within tight deadlines and a fast-paced environment
- Translated technical concepts and information into terms parties could easily comprehend.
- Improved report accuracy by streamlining data collection and validation processes.
- Developed customized reports for various departments, enhancing decision-making capabilities.
- Produced quality reports formatted in compliance with data quality standards.
- Managed guidelines for calculations for metrics and analysis.

Admin Reports Manager

Nov 2008 to Aug 2012

TP, Columbus, OH

- Managed and motivated employees to be productive and engaged in work.
- Accomplished multiple tasks within established timeframes.
- Maximized performance by monitoring daily activities and mentoring team members.
- Resolved staff member conflicts, actively listening to concerns and finding appropriate middle ground.
- Achieved departmental goals by developing and executing strategic plans and performance metrics.
- Developed a strong company culture focused on employee engagement, collaboration, and continuous learning opportunities.
- Led cross-functional teams to achieve project goals, fostering collaboration and innovation.
- Developed detailed plans based on broad guidance and direction.
- Conducted thorough quality checks on all reports, ensuring accurate and reliable results.
- Automated repetitive tasks in the reporting process, reducing manual workloads and improving turnaround times.
- Served as a subject matter expert on report generation tools, providing guidance to colleagues and stakeholders alike.
- Resolved variances in performance reports through root cause analysis and review of internal performance reports.
- Applied advanced Excel functions and filters to support infrastructure.

Client Metric Reports Analyst

May 2007 to Nov 2008

TP, Columbus, OH

- Managed multiple projects simultaneously while maintaining strict deadlines and high-quality standards.
- Maintained strict adherence to data privacy regulations while handling sensitive information.
- Conducted thorough quality checks on all reports, ensuring accurate and reliable results.
- Provided ongoing support to users of reporting systems, troubleshooting issues as needed.
- Utilized in-depth analysis and creative problem solving to troubleshoot reporting issues.
- Produced quality reports formatted in compliance with data quality standards.
- Applied advanced Excel functions and filters to support infrastructure.

Technical Support Agent / Technical Support Escalation Specialist

Feb 2005 to May 2007

TP, Columbus, OH

- Resolved customer complaints by effectively managing escalations and addressing concerns in a timely manner.
- Championed a customer-centric approach within the escalation team, consistently advocating for clients' best interests and satisfaction.
- Reduced case resolution time by closely monitoring progress and following up with relevant parties as needed.
- Provided expert guidance to colleagues on resolving high-priority cases, sharing knowledge and expertise across the team.
- Delivered exceptional service even during high-pressure situations, maintaining professionalism and composure at all times.
- Coordinated with other departments to gather necessary information and resources for the successful resolution of escalated cases.
- Assisted in the implementation of new tools designed to improve case tracking and reporting capabilities within the escalation team.
- Investigated and resolved customer inquiries and complaints quickly.
- Responded proactively and positively to rapid change.
- Promoted superior experience by addressing customer concerns, demonstrating empathy, and resolving problems swiftly.

SKILLS

Planning Analytics: Administration, Workbook report development, Modelling with Rules/TIs

Microsoft SQL Server: Administration, T-SQL query writing, CTEs, stored procedures, jobs

EDUCATION

Bachelor's of Science, eMarketing, Franklin University

2011