ALRICK GRANDISON

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EDUCATION

University of Niagara Falls, Canada   Expected Graduation July 2026
Master of Data Analytics
Relevant Coursework: Operational Analysis, Predictive Analysis
Awards: Excellence Student Award x 2

University of the West Indies, Jamaica
Bachelor of Science and Technology
Awards: Excellence in Chemistry

DATA ANALYST AND SOFTWARE ENGINEERING EXPERIENCE

JustAppraised,

Senior Implementation Engineer   Jan 2025 - Present
- Lead a small team of 3 engineers in managing multiple U.S. county government client implementations from kickoff to go-live, ensuring project milestones and deliverables are met.
- Owned complex integration projects across 10+ client environments, translating client needs into sustainable, scalable configurations.
- Mentored junior engineers and served as point of escalation for technical roadblocks, helping cut issue resolution time by 35%.
- Partnered with product and engineering teams to introduce 3 roadmap features, enhancing platform capabilities based on frontline implementation feedback.

Implementation Engineer   Sep 2024 – Jan 2025
- Delivered successful software rollouts for 15+ county governments, customizing workflows and training to cut manual workload by 40% and reduce onboarding duration by 30%.
- Developed 10+ middleware scripts/integrations (JavaScript, .NET, VM-based solutions) to ensure seamless data exchange with external systems.
- Created custom automations and error-handling routines, reducing client-reported bugs by 25% and saving the team 20+ hours/month.
- Facilitated feedback loops between clients and product managers to align software behavior with user expectations.

Technical Configuration Specialist   Mar 2022 – Sep 2024
- Configured backend workflows, user roles, and data validation logic for 20+ clients, ensuring compliance with local government regulations.
- Troubleshot system issues at both client-side and infrastructure levels, maintaining a 95%+ resolution rate within SLA timelines.
- Authored internal documentation and configuration guides to reduce onboarding time for new hires and streamline repeatable processes.

Centerfield,

Operations Analyst   Mar 2021 – Mar 2022
- Monitored and adjusted real-time KPIs for 500+ agent contact center, enabling 95%+ SLA adherence through proactive shift and routing adjustments.
- Partnered with operations teams to align staffing models with projected demand, reducing overtime costs by 15%.

Workforce Analyst   Sep 2019 – Mar 2021

- Built advanced scheduling tools and shift templates in Excel and Tableau to improve shift adherence by 20% and cut staffing gaps by 35%.
- Automated leadership performance reporting, saving 10 hours/week in manual data prep.

Sutherland Global, *Workforce Analyst*   Feb 2018 – Mar 2019
- Managed daily scheduling for 200+ agents, boosting occupancy to 85%+ while reducing attrition through more balanced shift allocations.
- Created Tableau dashboards that enabled intraday performance tracking and reduced average handle time by 8%.

ADDITIONAL EXPERIENCE

Sutherland Global, *Customer Success Professional*   Oct 2016 – Feb 2018
- Delivered tier-1 support for international clients, recognized for consistent quality scores above 90%.
- Provided frontline feedback to improve internal scripts and support resources.

SKILLS AND INTERESTS

- *Computer Skills:* Excel, Power BI, Tableau, MySQL, PostgreSQL, Window Service
- *Language Skills:* Python, JavaScript, C/C++, Java, C#, SQL, YAML, JSON