

NATE HELLER

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BUSINESS INTELLIGENCE | CUSTOMER ANALYTICS | EXECUTIVE REPORTING

Business Intelligence and analytics professional with 10+ years of experience transforming customer, operational, and performance data into actionable insights. Experienced in executive reporting, dashboard development, KPI measurement, customer analytics, and cross-functional collaboration. Currently completing a Bachelor of Applied Science in Data Management & Analysis with a focus in Business Intelligence.

TECHNICAL SKILLS

Analytics & BI: SQL, Power BI, Tableau, Excel, Data Visualization, KPI Development, Dashboard Design, Customer Analytics, Root Cause Analysis

Programming & Data: Python, R, HTML, ETL, Data Cleansing, Data Modeling

Platforms & Tools: Salesforce, Salesforce Wave Analytics, Google Analytics, Power BI, Tableau, SSMS, SSIS, Git, Jira, Confluence, Zendesk

Business Skills: Executive Reporting, Requirements Gathering, Stakeholder Management, Agile/Scrum, Process Improvement, Cross-Functional Collaboration

EDUCATION

Bachelor of Applied Science Data Management & Analysis with focus in Business Intelligence

Bellevue College, Bellevue WA | Expected Graduation Fall 2026

CERTIFICATIONS

Google Analytics Certification

Google Digital Academy (Skillshop)

Issued December 2025 | Expires December 2026

PROFESSIONAL EXPERIENCE

Sogeti / Microsoft Federal - Bellevue, WA

Service Delivery Manager | Dec 2020 - May 2021

- Led Agile standups and coordinated work across team members to ensure project delivery and client satisfaction.
- Developed and maintained KPI dashboards using Excel and SQL-based reporting.
- Presented performance metrics and operational updates during recurring stakeholder meetings.
- Monitored data quality and managed large datasets to support business reporting and decision-making.
- Served as primary liaison between delivery teams and client stakeholders, ensuring priorities and expectations remained aligned.

Data Analyst | May 2020 - Dec 2020

- Supported a large-scale data management initiative involving cleansing, validation, and migration of tens of thousands of records.
- Utilized SQL and Excel to identify data quality issues, validate business rules, and support database testing activities.
- Assisted with enterprise data stewardship efforts focused on improving master data accuracy and consistency.
- Participated in testing and validation efforts to ensure successful implementation of new data processes and tools.

DreamBox Learning - Bellevue, WA

Technical Specialist - Data Reporting & Operations | Jun 2016 - Jan 2020

- Designed and automated executive-level Salesforce and Excel dashboards used by Client Success leadership to monitor customer onboarding, district implementation progress, account health, operational KPIs, and organizational objectives.
- Produced recurring and ad hoc reporting used by directors and leadership teams to communicate customer success performance, onboarding readiness, account engagement, and OKR progress.

- Analyzed thousands of customer support interactions and operational records to identify root causes, onboarding challenges, customer journey friction points, and opportunities to improve product adoption and user experience.
- Leveraged Salesforce, Salesforce Wave Analytics, Excel, and customer success data to evaluate customer engagement, implementation progress, operational performance, and account health across hundreds of school and district organizations.
- Partnered with engineering and product teams through Agile ceremonies, sprint planning, backlog discussions, and daily standups to represent customer needs and improve internal and customer-facing systems.
- Gathered stakeholder requirements and developed reports, workflows, formulas, and dashboards supporting approximately 50 stakeholders across Client Success, Client Experience, Operations, Product, and Leadership teams.

Senior Client Success Advocate | Mar 2014 - Jun 2016

- Served as a technical subject matter expert within the Client Success organization, translating technical concepts and system requirements between customer-facing teams, engineering, product stakeholders, and leadership.
- Collaborated closely with development teams to communicate customer feedback, identify recurring issues, validate enhancements, and improve internal and customer-facing tools.
- Conducted functional, usability, and user acceptance testing (UAT) for new features, workflows, and support tools prior to production releases.
- Developed Salesforce reports and operational metrics that helped leadership track customer onboarding progress, implementation status, support trends, and service performance.
- Analyzed customer interactions and support data to identify adoption challenges, operational bottlenecks, and opportunities for process improvement, contributing to the evolution of reporting and analytics capabilities that later expanded into executive KPI dashboards and operational reporting.

Valve Software - Bellevue, WA

Customer Support Team Lead | Mar 2008 - Mar 2014

- Led onboarding and training for new support team members.
- Coordinated operational activities, reporting, quality reviews, and process improvements across support functions.
- Served as escalation point for complex customer issues while maintaining high service standards.

United States Marine Corps - Camp Pendleton, CA

Corporal (E-4), Infantry Assaultman | Aug 2003 - May 2007

- Served in the United States Marine Corps, developing leadership, accountability, teamwork, and problem-solving skills in high-pressure environments.
- Honors: Purple Heart, Good Conduct Medal, 2 Certificates of Commendation.

ANALYTICS PROJECTS

Film Industry Analytics & Predictive Modeling

- Built an end-to-end analytics pipeline using Python, machine learning, sentiment analysis, Tableau, and statistical modeling to analyze relationships between film budgets, critic reviews, audience ratings, and financial performance.

Business Intelligence Reporting & Dashboard Development

- Developed dashboards and KPI reporting solutions using Salesforce and Excel to support operational visibility, customer engagement analysis, and organizational performance measurement.