

NOAH WAGNER

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DATA ENGINEERING | SYSTEMS ANALYSIS | ANALYTICS & IMPROVEMENT

PROFESSIONAL SUMMARY

Data and systems professional with experience spanning production data engineering, technical analysis, analytics, and operational improvement. Combines SQL, Python, AWS, requirements discovery, production troubleshooting, and process analysis to turn ambiguous problems into reliable systems, decision-ready information, and measurable results. Known for understanding complex systems end to end, finding root causes, and designing practical solutions that improve data reliability and reduce dependence on manual work.

CORE CAPABILITIES

Data & Engineering: SQL, Python, pandas, ETL/ELT, data pipelines, validation, data quality, orchestration, reconciliation

AWS & Reliability: Redshift, Lambda, Step Functions, S3, EventBridge, Glue, Athena, observability, alerting, production support

Systems Analysis: Requirements discovery, process/data mapping, business rules, API/JSON documentation, acceptance criteria, UAT, Agile

Analytics & Improvement: Root cause analysis, KPI development, forecasting, operational analytics, continuous improvement, decision support

Tools: Git, GitLab, DataGrip, VS Code, PagerDuty, Jira, Confluence, Excel, Crystal Reports, Informix, Java (code tracing), YAML

PROFESSIONAL EXPERIENCE

Causefield Consulting Group | Independent Consultant

Chesterton, IN / Remote | Mar 2026 - Present

- Analyzed sales, labor, scheduling, and data-quality information for a hospitality business, producing 30 findings and 10 prioritized recommendations from inconsistent operational data.
- Built the restaurant operational assessment as a repeatable analytical framework that could be refreshed as new data became available rather than remaining a one-off spreadsheet exercise.
- Provided systems analysis and architectural guidance for a CRM under active development, documenting current state, mapping the lead-to-completion lifecycle, clarifying requirements, identifying technical debt and risks, and defining implementation milestones.
- Performed targeted data wrangling and workflow analysis for small-business clients, improving the reliability and usability of operational information used for day-to-day decisions.

Shift4 | Data Engineer II

Remote | Mar 2025 - Mar 2026

- Designed configuration-driven readiness controls across seven production merchant extract pipelines, validating required upstream file receipt before extract generation and preventing processing when source systems were incomplete.
- Built alerting and restart-safe orchestration for merchant extract pipelines, allowing failed runs caused by incomplete upstream data to resume after correction without creating downstream recovery work.
- Automated post-generation validation of merchant extract outputs, including delivery status, row counts, schema types, and defined business or processing rules, with persistent status visibility and alerts for discrepancies.
- Eliminated approximately one hour per day of recurring manual merchant extract validation, shifting deeper investigation to exception cases instead of repeatedly verifying normal outputs.
- Created automated transaction data-quality checks, including AWS Glue rules in YAML that surfaced orphaned and untimely transactions for operational review and alerting.
- Optimized Redshift queries used by a Lambda-driven data pipeline that wrangled data for an application-facing view, reducing processing from more than 15 minutes to a few minutes and enabling consistent completion.
- Investigated duplicate transaction data affecting application-facing views, traced a common symptom to two distinct root causes, quantified the affected populations, and separated the findings into actionable remediation work for engineering.

Shift4 | Technical Business Analyst II

Remote | Apr 2023 - May 2025

- Provided white-glove analytical support to Enterprise Account Management, using exploratory SQL to investigate unusual merchant-data behavior, answer ad hoc questions, and evaluate potential new uses for available data.
- Translated ambiguous payment and extract problems into implementation-ready stories, source mappings, validation expectations, and acceptance criteria using SQL, logs, and cross-system reconciliation.
- Became a technical resource for data engineers on query efficiency and transformation logic while developing Python-based validation and file-processing tools before transitioning formally into Data Engineering.

Choice Hotels International | Technical Analyst III

Scottsdale, AZ | Remote | Jan 2015 - Apr 2023

- Translated legacy SOAP/C reservation-system behavior, existing documentation, and architect-approved decisions into API contracts, requirements, stories, acceptance criteria, JSON examples, and field constraints across ChoiceEDGE Shopping, Booking, Rates, and Inventory.
- Used Java code tracing to compare ChoiceEDGE application behavior with the legacy C implementation, helping development and QA isolate discrepancies as ChoiceEDGE progressed through testing, its first reservation, controlled rollout, and production support.
- Supported the ChoiceEDGE reporting transition by reconciling legacy Informix results with Kafka-fed reporting data using SQL in Athena and Redshift, including recurring parity validation as ChoiceEDGE moved into production.
- Automated recurring cross-system audit data collection and artifact preparation across Informix, Redshift, and SQL-based sources, reducing a multi-day manual process to approximately 15 minutes per audit.

Apollo Education Group / University of Phoenix | Senior Continuous Improvement Analyst

Phoenix, AZ | Aug 2010 - Jan 2015

- Helped establish a Continuous Improvement function combining support demand, ticket drivers, keyword analysis, user behavior, and qualitative review to identify upstream causes of service demand.
- Built automated reporting, statistically grounded sampling tools, findings generation, executive dashboards, and KPI frameworks that informed workflow, user-interface, contextual-help, automation, knowledge, and process changes contributing to an approximately 20% reduction in Help Desk demand within one fiscal year.
- Developed a Strength of Schedule model using lead-source mix and cohort characteristics to forecast enrollment within one standard deviation and help determine how long leads should continue to be worked based on differences in their conversion tails.

Apollo Education Group / University of Phoenix | Technical Assistance Center Escalations Analyst

Phoenix, AZ | Jan 2010 - Jul 2010

- Served as a Technical Support escalation point, partnering with systems analysts and developers to reproduce and document recurring issues while building reporting and ticket practices that distinguished isolated cases from systemic problems.
- Developed qualitative and quantitative analysis of ticket volume and drivers and presented findings to stakeholders to support technical and process remediation.

Apollo Education Group / University of Phoenix | IT Manager

Phoenix, AZ | Dec 2008 - Dec 2009

- Co-led a 24/7 technical support organization of approximately 80 to 100 employees across three shifts, directly managing two leaders whose teams included roughly 40 to 50 employees.
- Served as an IT business relationship manager and created SOPs defining responsibilities, escalation paths, and operating practices for a new business-relationship and support function.

Apollo Education Group / University of Phoenix | Business Intelligence Manager

Phoenix, AZ | May 2008 - Nov 2008

- Managed a six-person reporting team and owned business intelligence for Technical Support, using Crystal Reports and contact-center data to support operational decisions.
- Expanded Technical Support reporting beyond standard contact-center metrics to include incident attribution, recurring-issue analysis, and actionable operational reporting.

Apollo Education Group / University of Phoenix | IT Supervisor

Phoenix, AZ | Oct 2005 - May 2008

- Supervised 18 to 22 technical support agents and used performance, quality, adherence, satisfaction, and workload data to target coaching and improve results.
- Built an Excel-based quality-performance tracking tool that reduced coaching administration and improved visibility into actionable trends.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Certified Scrum Product Owner (CSPO), previously held | Lean Six Sigma Yellow Belt, Insight