

Gaetan Menager

Data & BI Manager



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<https://www.gaetanmenager.com/>

Summary

Highly skilled and experienced BI Manager with a proven track record in data management, business intelligence, and leadership. Seeking a challenging role where I can leverage my expertise in solution architecture, data modeling, data visualization, and driving insights to contribute to the success of a dynamic organization.

Committed to fostering a data-driven culture and empowering teams through collaboration and mentorship.

✦ Career highlights

- Designed and implemented platform architectures, **data warehouses**, **self-service solutions**, and **dashboards** for diverse clients.
- Rolled out **BI governance** across multiple teams, ensuring efficient and effective **data management** practices.
- Fostered **community engagement and vendor relationships** through proactive participation in forums.
- Provided **technical leadership** to teams of developers, showcasing expertise in demos, peer reviews, and mentoring on code versioning.

✦ Strengths

- *Strategic focus* - I deliver positive and innovative outcomes by focusing on strategic goals with a pragmatic and value-added approach.
- *Stakeholder engagement* - My open-mindedness, empathy, and broad experience help me participate in and lead valuable conversations with various technology and business partners.
- *Team-player mindset* - I prioritize inclusivity and support by recognizing people's strengths, removing bottlenecks, and communicating clear goals.

✦ **Skills:** Technical Leadership | Agile methodology | Stakeholder engagement | Vendor Engagement | Team leadership and mentoring | Business analysis | Solution Architecture | Data Modeling | Data Visualization | BI Governance | BI Platform Administration (Tableau) | DevOps

✦ **Tech Stacks:** Tableau | Power BI | AWS | Azure | SQL Server | Microsoft BI (IS, RS, AS) | DAX | SQL | Airflow | TeamCity | Octopus | Bitbucket | Github

Experience



Business Intelligence Manager

Future Fund

Aug 2022 - May 2023 (10 months)

Responsible for BI strategy, governance, resourcing and platform (Microsoft Power BI), supporting 4 delivery teams ("pillars") in a hub & spoke operating model.

🌀 Community & stakeholder engagement

- ▶ Managed a **team of 13**, overseeing the recruitment, conducting regular one-on-one meetings, and organising monthly team forums and social catch-ups, fostering team collaboration and professional growth. ▶ Increased engagement within the **BI community** through a monthly forum with over 60 participants and the implementation of new communication channels, promoting knowledge sharing and collaboration across the organization.
- ▶ Actively engaged with **technology stakeholders**, including pillars, data engineering, cloud platform, and data governance teams, ensuring effective coordination and alignment of objectives.

🌀 BI practice maturity uplift

- ▶ Coordinated governance documentation on **Confluence**, ensuring standardised practices and effective documentation for the BI practice.
- ▶ Played a key role as the **product owner** of self-service data assets supporting the practice.
- ▶ Designed a **data marketplace** framework, facilitating easy discovery and access to data assets.
- ▶ Led the integration of **BI support in ServiceNow** by defining a comprehensive catalog of services and establishing a standard change request process for the maintenance of Power BI gateways, streamlining support operations, and ensuring smooth service delivery.

🌀 Process improvement

- ▶ Established an **Agile** train (2-weeks sprint) to manage the delivery of outcomes within the "hub" and iterate on governance frameworks.
- ▶ Led backlog grooming and planning in **Jira**, through the definition of initiatives/epics hierarchy and color coding of priorities.
- ▶ Committed to **sprint retrospective** with an emphasis on eliciting actions to remove bottlenecks.
- ▶ Facilitated retrospective with 5 peer managers.
- ▶ Liaised with PC&I and procurement to streamline the **onboarding process**.



Business Intelligence Manager

Australian Unity

Sep 2019 - Aug 2022 (3 years)

Group BI Manager for **4 BI teams/12 developers**. Held various additional roles through COVID as data engineer and data steward for the Master Data Management program.

🌀 Community & stakeholder engagement

- ▶ Coordinated the **Tableau community** as the single point of contact, organizing monthly forums, and actively engaging with the vendor to foster collaboration and knowledge sharing.
- ▶ Efficiently managed and monitored Tableau licenses across 10 sites, serving over 1,000 users, ensuring optimal utilization and **compliance**.
- ▶ Provided **technical leadership** by conducting demos, facilitating peer reviews, and mentoring the adoption of Git (Bitbucket) across all BI teams consisting of 12 developers, enhancing collaboration and version control.

🔗 Data & BI Governance

- ▶ Successfully implemented **BI governance** across 4 BI teams ensuring standardized practices and improved collaboration on Microsoft SQL Server and Tableau
- ▶ Took ownership of Tableau server administration, executing a seamless upgrade of Tableau Server, enabling Tableau Prep and Catalog, and strategically designing the **migration to AWS**.
- ▶ Streamlined the BI practice queue in **ServiceNow**, managing and allocating tasks to BI teams, ensuring timely and efficient delivery of projects and support

🔗 Data engineering

- ▶ Led the design for migrating legacy BI assets to SQL Server 2019, and implemented a **master data management solution**, capturing essential metadata related to databases, jobs, and schedules across all BI environments. This facilitated efficient monitoring of migration scope and progress, ensuring successful project delivery.
- ▶ Implemented the **DevOps** framework for both on-premises and cloud platforms, enabling efficient and streamlined development, testing, and deployment processes.
- ▶ Involved in setting up **Airflow** data pipelines, configuring operators and DAGs, enhancing data workflow automation and orchestration.
- ▶ Provided valuable support on the **AWS platform**, leveraging Lambda, Python, and Step Functions



Business Intelligence Lead

nbn® Australia

Jun 2018 - Jun 2019 (1 year 1 month)

As a Business Intelligence Lead, my responsibility encompassed delivering analytics at three levels of engagement (product owners, managers, GM) for a business unit consisting of **4 teams and 35 individuals**.

- ▶ Successfully developed and executed the BU's BI strategy, aligning it with the teams' operating plan and identifying opportunities to drive value and enhance decision-making.
- ▶ Ensured data availability, accuracy, and integrity by implementing **robust processes**, defining efficient data models and structures, and implementing effective data quality measures.
- ▶ Led the design, development, and **implementation of comprehensive BI solutions**.
- ▶ Collaborated closely with business stakeholders, understanding their requirements, providing valuable insights, and delivering actionable dashboards
- ▶ Significantly increased reporting maturity through effective **governance and automation**.
- ▶ Enhanced end user engagement by tripling the number of users and increasing weekly views by six- fold through the implementation of **modern dashboards and effective communication**.
- ▶ Actively contributed to the **NBN Tableau community**, providing valuable support and guidance to peers, fostering self-service awareness within the community.



Business Intelligence Lead

CPA Australia

Jan 2017 - Mar 2018 (1 year 3 months)

As a Business Intelligence Lead, I was responsible for overseeing and managing the BI operations, ensuring seamless interaction with the data engineering function.

- ▶ Successfully led the adoption of the **Agile framework**, including chapters, retrospectives, demos, planning, and tooling (Wrike).

- ▶ Enabled the reconciliation of the membership balance through **business analysis and data modeling**, resulting in increased trust and engagement from end-users.
- ▶ Delivered the membership model as the first **self-service** capability, empowering end-users to create their own insights from over 150 Key Performance Indicators (KPIs).
- ▶ Implemented the **sandpit and access layer** architecture and defined the naming convention for the data warehouse.

Senior BI Consultant

Arq Group

Mar 2013 - Nov 2016 (3 years 9 months)

As a Senior BI Consultant, I was responsible for designing and implementing robust DW/BI solutions, optimizing data processes, and leveraging Microsoft SQL Server technologies to drive actionable insights and support strategic decision-making.

- ▶ Developed **data warehouses and data marts** based on the Kimball Methodology, incorporating data warehouse bus, conformed facts and dimensions, slowly changing dimensions, surrogate keys, star schema, and snowflake schema, leading to streamlined data integration and improved data consistency.
- ▶ Developed robust SSIS **ETL packages** that successfully extracted, transformed, and loaded data from diverse sources into a Data Warehouse, facilitating **seamless integration and efficient data preparation**.
- ▶ Utilised performance monitoring tools such as Performance Monitor, Query Plan, and SQL Tuning Adviser to analyze and optimize query performance, eliminating bottlenecks and improving overall system efficiency.
- ▶ Leveraged **ASP.NET** to develop 3 internal websites to manage Sales, HR and people data, providing a user-friendly interface for updates, inserts, and deletes on custom tables, streamlining data management processes and enhancing data accuracy and integrity.



Data Architect

Capgemini

Jun 2012 - Nov 2012 (6 months)

As a Data Architect, my responsibilities included assessing requirements, designing and documenting solution architecture, security frameworks, data pipelines, and database and semantic layer models.

- ▶ Successfully delivered the software architecture and design of the **data warehouse, ETL mapping, and semantic layer** (SSAS Tabular) at Total, ensuring a robust and efficient data infrastructure.
- ▶ Led the **business analysis and delivery** of the SSAS cube at Credit Foncier, completing the project on time and within the defined scope, while maintaining a high level of quality with minimal defects raised during User Acceptance Testing (UAT).



Business Intelligence Developer

DWS

Oct 2011 - Mar 2012 (6 months)

As a Business Intelligence developer, I was responsible for designing and implementing data pipelines, data models, and reporting solutions, specialising in the Microsoft BI stack.

- ▶ Saved Telstra stakeholders 6 weeks of manual work by automating 21 monthly reports in Excel/ SQL Server. Additionally, enhanced reporting capabilities were introduced by incorporating additional referential data and slicers.
- ▶ Developed operational drill-through and drill-down reports using SSRS, empowering network operators to effectively monitor workforce planning and network activity. This achievement facilitated performance evaluation and strategic planning, enabling the network team to identify workforce availability and optimize their activities.
- ▶ Led the data migration, reporting, business analysis, and delivery of the reporting framework based on XML/XSLT at AEMO.



Technical Business Analyst

Capgemini

Mar 2008 - Jun 2011 (3 years 4 months)

As a Technical Business Analyst specialised in Business Intelligence, I utilised my skills as a BI developer and combined them with my experience in stakeholder and product management to effectively coordinate the delivery of data warehouse, self-service, and reporting solutions.

- ▶ Developed complex Stored Procedures and Views to generate a variety of drill-through reports, parameterized reports, and linked reports using SSRS. This empowered stakeholders with actionable insights and supported data-driven decision-making.
- ▶ Optimized Stored Procedures, Views, and User-Defined Functions to extract data from multiple sources, resulting in enhanced data quality and accuracy while ensuring efficient data retrieval.
- ▶ Implemented automated daily data imports by creating and scheduling **SQL Jobs** with SQL Server Agent, ensuring timely availability of updated data and supporting faster decision-making.
- ▶ Ensured data integrity and optimized performance by meticulously maintaining and populating star schema **data warehouses**, resulting in a reliable and efficient data infrastructure.
- ▶ Designed and processed **OLAP cubes using SSAS**, enabling multidimensional analysis for stakeholders. This led to the generation of actionable insights, empowering informed decision-making and driving business growth.

Business Intelligence Consultant

Micropole

Nov 2006 - Mar 2008 (1 year 5 months)

As a BI consultant, I held responsibility for auditing existing models, assessing requirements, and delivering proof of concepts and end-to-end reporting solutions, specializing in the Microsoft BI stack.

- ▶ Successfully conducted audits of existing models and provided valuable insights to enhance performance and efficiency.
- ▶ Demonstrated expertise in assessing requirements and delivering impactful **proof of concepts**, particularly in the field of HR performance, which significantly contributed to marketing presentations and attracted prospective clients.
- ▶ Played a key role in supporting the internal delivery center by conducting audits and debugging SSAS multidimensional cubes, ensuring their optimal functioning.
- ▶ Accomplished the delivery of multiple end-to-end proof of concepts involving **SSIS, SSDB, SSAS, and SSRS**, showcasing comprehensive knowledge and proficiency in the Microsoft BI stack.
- ▶ Conducted effective business requirements gathering with the sales team and successfully delivered a collection of **dynamic SSRS reports** driven by stored procedures and **SSAS cubes**, providing valuable insights for decision-making.

Business Intelligence Developer

Business & Decision

May 2006 - Oct 2006 (6 months)

As a Business Intelligence developer, my responsibilities included designing and implementing data pipelines, data models, semantic layers, and reports.

Junior Business Analyst

Orange

Sep 2003 - Aug 2005 (2 years)

As a business analyst, I served as the product owner for a variety of new features and iterations on the self-service portal for both pre-paid and post-paid mobile customers.

Education

Centrale Méditerranée

Master's degree, Computer Engineering

Sep 2002 - Aug 2005

IAE FRANCE - Écoles Universitaires de Management

Master's Degree, IT Management

Sep 2005 - Aug 2006

Licenses & Certifications

 **AWS Certified Solution Architect Associate - 2023**

 **AWS Certified Cloud Practitioner - 2020**

 **Tableau Desktop Specialist - 2020**

 **Microsoft Certified: Data Analyst Associate - 2023**

 **Microsoft Certified: Azure Fundamentals - 2020**

 **Microsoft Certified Solutions Expert: Data Management and Analytics - 2016**