

# Austin L. Howard

Data Analyst / Solutions Architect

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**Dynamic Data Analyst & Solutions Architect** with a proven record of **driving innovation, designing scalable solutions, and transforming complex challenges into streamlined workflows**. Skilled in **data analytics, cloud architecture, programming**, and **business analysis**, with expertise in **leveraging data to drive strategic decision-making**. Seeking opportunities to **architect impactful technological solutions** in a forward-thinking organization.

## WORK EXPERIENCE

*Heartland Generation – Calgary, AB*

**Business Analyst** (Data & Solutions Specialist) | May 2022 – Present

As a Business Analyst specializing in Data and Solutions Architecture at Heartland Generation, I played a central role in ensuring the reliability, performance, and continuous improvement of critical operational applications. These systems included Management of Change (MOC), Incident Management, Fleet Management, CMMS, Mobile Device Management, SCADA, and security platforms. In a small IT team of just five, I wore multiple hats, contributing to project management, data analysis, server administration, and application lifecycle management.

In addition to my core responsibilities, I acted as a bridge between technical teams, stakeholders, and leadership, facilitating collaboration and aligning technical solutions with business goals. Leveraging my background in programming (C#, T-SQL, JavaScript) and cloud platforms (Azure), I developed scalable solutions, implemented CI/CD pipelines, and automated repetitive tasks to improve efficiency across the organization.

Some key initiatives included:

- **Operations Site Metrics Portal:** Designed a secure, web-based reporting platform integrating SCADA data and Power BI dashboards, empowering field operators with real-time insights and streamlined approval workflows. *(Savings: \$210,000/year)*
- **Velocity Data Extraction Pipeline:** Automated the integration of MOC data into a centralized data warehouse, eliminating manual data processing and enhancing reporting accuracy. *(Savings: \$5,000/year)*
- **Finance Web App:** Developed Heartland's first Blazor web app, integrating SAML SSO, SQL data access, and dynamic reporting, reducing monthly reporting workloads by 4 days. *(Savings: \$12,000/year)*
- **Payroll Automation:** Built an end-to-end payroll automation solution using Azure Logic Apps, SharePoint, and Excel automation, significantly reducing manual processing hours. *(Savings: \$19,000–\$73,000/year)*

This role not only deepened my expertise in Azure Administration, CI/CD pipelines, and data management but also allowed me to contribute directly to Heartland's strategic goals through innovation, efficiency improvements, and data-driven decision-making.

*Technologies Used: C#, .NET, Blazor, Azure Function Apps, Power BI, SQL, Python*

## ATB Financial – Calgary, AB

### **Systems Analyst IV**

| May 2021 – May 2022

At ATB Financial, I served as a DevOps Engineer, managing and optimizing CI/CD pipelines for mobile application deployments. I collaborated closely with solution architects, project managers, and QA specialists to improve deployment reliability and workflow efficiency. My responsibilities included modernizing workflows, reducing deployment times, and enhancing integration processes using TeamCity, Octopus Deploy, and Python.

- **CI/CD Pipeline Overhaul:** Redesigned deployment workflows, reducing deployment times, improving reliability, and enhancing team collaboration. (*Savings: \$9,000–\$11,000/year*)

*Technologies Used: C#, Python, TeamCity, Octopus Deploy, SQL*

## WBM Technologies – Calgary, AB

### **Infrastructure Analyst**

| Aug 2019 – May 2021

### **Senior Deskside Analyst**

| Jun 2018 – Aug 2019

### **Deskside Analyst**

| Aug 2017 – May 2018

### **Executive Support**

| Jan 2017 – Aug 2017

At WBM Technologies, I progressed through four roles, culminating in Infrastructure Analyst, where I managed hybrid infrastructure systems, automated onboarding processes, and ensured server performance across both on-premises and cloud environments. Each role built upon increasing technical responsibilities, allowing me to gain hands-on expertise in automation, hybrid infrastructure management, and cloud environment optimization.

*Technologies Used: PowerShell, Azure, Active Directory, SCCM, ServiceNow*

## Additional Experience:

- **Advanced Technologies Assistant Intern** | SaskTel – Regina, SK | Sep 2016 – Jan 2017  
Managed experimental server room operations, configured Cisco and Alcatel routers, and designed network diagrams for server optimization.
- **Wireless Communications Engineer Intern** | RCMP – Regina, SK | May 2015 – Apr 2016  
Maintained and repaired Harris P25 radio systems, designed custom PCBs, and optimized radio tower layouts for cross-border interoperability projects.

## EDUCATION

### Saskatchewan Polytechnic – Moose Jaw, SK

### **Computer Engineering Technology** | 2014 – 2017

Graduated with Honors

| 4.0 GPA

Awarded over \$70,000 in innovation scholarships, including a full-ride scholarship. Studied a comprehensive curriculum covering wireless signals, microcontroller diagnosis, programming, and electrical engineering.

Capstone Project: Designed a weather balloon system to measure the Regener-Pfotzer Maximum, integrating sensors, telemetry, and continuous video capture, earning a 99% score and placement on the Dean's Honor List.

## SKILLS

*Programming Languages: C#, Python, T-SQL, JavaScript*

*Cloud Platforms: Azure, Azure DevOps, Azure Function Apps*

*Data & Analytics Tools: Power BI, SQL, Python*

*Automation & CI/CD Tools: TeamCity, Octopus Deploy, ServiceNow*

*Soft Skills: Leadership, Strategic Problem-Solving, Effective Communication, Innovation*