JULIAN MERCER

TABLEAU DEVELOPER

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PROFESSIONAL SUMMARY

Tableau Developer with 6+ years building executive dashboards, certified data sources, and self-service analytics for health insurance and consulting clients. Combines strong SQL and data modeling with clean visual design and fast workbooks. Trains business users to answer their own questions.

CORE SKILLS

Tableau Desktop and Server | LOD expressions | Calculated fields | Dashboard design | Data source certification | Row-level security | Performance tuning | SQL | Snowflake | Alteryx | Data modeling | Tableau Prep | Stakeholder requirements | User training

PROFESSIONAL EXPERIENCE

Senior Tableau Developer Mar 2023 - Present
Humana, Louisville, KY

- Build and maintain 35 Tableau dashboards on Tableau Server for claims, enrollment, and member-service leaders across about 400 users.
- Cut load time on the flagship claims dashboard from 45 seconds to 8 by moving to extracts, aggregating at the source, and removing nested calculations.
- Created five certified data sources that replaced 20 separate team-built connections and brought metric definitions into agreement.
- Designed LOD and table calculations for member retention cohorts, giving the retention team a single view of churn by plan and region.
- Run monthly office hours for business analysts and trained 60 users, increasing self-service dashboard views by about 30 percent.
- Implemented row-level security by user group so regional managers see only their markets, passing an internal privacy review.

Tableau Developer Jul 2021 - Feb 2023
Deloitte Consulting, Chicago, IL

- Delivered dashboards for four client engagements in healthcare and retail, taking each from requirements workshop to production in six to ten weeks.
- Replaced a client's 60-tab Excel operations pack with a Tableau suite, saving the finance team about 15 hours each month.
- Modeled data in Snowflake and Alteryx workflows so dashboards refreshed overnight without manual steps.
- Applied a consistent layout, color, and tooltip standard to client dashboards, reducing user training questions after launch.
- Documented data sources, calculation logic, and refresh schedules in handover packs for client teams.

BI Analyst Aug 2019 - Jun 2021
Nielsen, Chicago, IL

- Wrote SQL against Oracle and Redshift to prepare media measurement data for weekly client scorecards.
- Built the first Tableau views for the analytics group, which became the template for later client-facing reporting.
- Validated dashboard totals against source reports, resolving 12 discrepancies before they reached clients.
- Presented trend findings to client service managers during monthly business reviews.

EDUCATION

Bachelor of Science in Business Analytics, Indiana University Bloomington, Bloomington, IN

CERTIFICATIONS

Tableau Certified Data Analyst | Tableau Desktop Specialist