

Jeremy Fisher

Data Analyst | SQL · Data Quality · Metadata Management

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SUMMARY

Data analyst who pairs data profiling and Tableau with audit-ready delivery: 160+ data requests a year with USAA's bank data team. 15+ years in enterprise technology, the last 4 in data stewardship, regulatory compliance, and information lifecycle management. Holds CDMP Associate and MIT Sloan AI-strategy certifications and makes enterprise data trustworthy for AI adoption.

CORE COMPETENCIES

Governance & Compliance: Information Governance, Data Catalog, Business Glossary & Data Dictionary, Metadata Management, Data Stewardship, Sensitive Data Management (SDM), Regulatory Compliance, Data Classification, Information Lifecycle Management (ILM), Risk Assessment, DAMA-DMBOK

Data & Analytics: SQL, Python, SAS, Snowflake, Tableau, Excel, Power BI, Data Profiling, Data Quality Analysis, Data Lineage

Project & Process: SAFe Agile, Scrum, SDLC, Stakeholder Communication & Management, Training & Knowledge Sharing, Technical Documentation, Change Management, Requirements Elicitation, User Acceptance Testing (UAT), Process Mapping, Gap Analysis

AI Product Work: Claude, ChatGPT, Microsoft Copilot, Prompt Engineering, AI Governance, RAG, LLM Tool Calling, AI Agents, MCP Servers, AI Risk

Tools & Platforms: ServiceNow, JIRA, Confluence, Salesforce, Alation, BigEye, Splunk, Visio, IBM IGC

PROFESSIONAL EXPERIENCE

Senior Information Management Analyst

Sep 2024 – Apr 2026

USAA | Bank Data, Analytics & Governance | Remote

- Remediated and improved 100+ failing data-quality rules in Alation across all six quality dimensions (accuracy, completeness, consistency, timeliness, uniqueness, validity), raising data integrity by about 30% on Critical Data Elements.
- Profiled Critical Data Elements, then built virtual tables and data-quality rules aligned with Risk and Control Self-Assessment (RCSA) requirements.
- Closed 170+ sensitive-data remediations across production and non-production at 100% on-time, including DL2 Snowflake scans.
- Held the approval gate for new and modified database objects, clearing 19 DDLC requests with Asset Product Owners and IT.

Information Management Analyst

Apr 2022 – Sep 2024

USAA | Bank Information Governance | Remote

- Led 500+ staff through Data Development Lifecycle (DDLC) trainings and office hours while supporting the bank-wide rollout.
- Documented business and technical metadata across the Information Asset Inventory (IAI) and Information Governance Catalog (IGC).
- Recertified 33 User Developed Applications with Deposit Services SMEs, moving each through mitigation, certification, or retirement.
- Completed 200+ asset classification reviews and registration approvals so new assets entered the catalog correctly classified.

Infrastructure Engineer, CICS

Jun 2019 – Apr 2022

USAA | Enterprise Transaction Platforms

- Improved infrastructure capacity 10% through configuration and capacity tuning that held performance steady under peak workloads.
- Built and delivered 10+ technical training modules to standardize how engineers are onboarded to the platform.
- Queried Splunk to isolate root causes of mainframe and CICS performance issues.

Senior Infrastructure Services Engineer

Nov 2017 – Mar 2019

Depository Trust & Clearing Corporation (DTCC) | Enterprise Infrastructure & Mainframe

- Directed enterprise infrastructure projects across mainframe MQ, CICS, and middleware platforms, cutting average project completion time 20% through tighter development-to-infrastructure coordination.
- Led bi-annual disaster recovery planning for enterprise systems, wrote the business continuity playbooks, and served as on-call point lead for production DR exercises.
- Managed service requests, incidents, and change management through ServiceNow in alignment with DTCC infrastructure standards.

System Engineer

Oct 2013 – Nov 2017

Depository Trust & Clearing Corporation (DTCC) | Enterprise Infrastructure & Mainframe

- Implemented configuration changes, software upgrades, and middleware patches across CICS and MQ environments, coordinating with change management teams to keep production stable.
- Supported mainframe transaction processing software for global enterprise applications, contributing fixes and configuration improvements across distributed MQ environments.

Infrastructure Specialist

Jun 2010 – Oct 2013

Depository Trust & Clearing Corporation (DTCC) | Enterprise Infrastructure & Mainframe

- Monitored production infrastructure environments and deployed updates for Tier 1 caching solutions across DTCC enterprise systems.
- Created recovery and validation procedures for mainframe applications to support operational resilience for production workloads.

SELECTED PROJECTS

Consulting Project Work

2026 – Present

- Leads the education and mobile device management track of an enterprise hardware deployment, setting security, compliance, and configuration policy across the managed fleet.
- Builds AI governance into DarcylQ, a production AI product: quality gates, output validation, and audit trails.

Independent Projects

2025 – Present

- Develops 20+ custom AI skills and agentic workflows in Python, including automated quality gates and reusable extraction logic that hold outputs consistent across runs.
- Integrates AI agents with external systems through LLM tool calling and Model Context Protocol (MCP) connectors, engineering prompts and context so results repeat and can be audited.

EDUCATION

M.S. in Management Information Systems University of South Florida	2011
B.S. in Management and Management Information Systems University of South Florida	2009
A.A. in Business Administration Hillsborough Community College	2006

CERTIFICATIONS & TRAINING

CDMP Associate (Certified Data Management Professional) DAMA International	2023
Artificial Intelligence: Implications for Business Strategy MIT Sloan School of Management	2026
Certified SAFe Practitioner Scaled Agile, Inc.	2022
ICAgile Certified Professional (ICP) ICAgile	2022

LEADERSHIP & COMMUNITY

Special Olympics Florida Instructor and Coach	2005 – Present
Tennis for Fun Coach for athletes with intellectual disabilities	2003 – Present
School of Dating (Heart of Dating) Coach	2026 – Present
Life Breakthrough Academy Certified Life Breakthrough Coach	2024

INTERESTS

Tennis, Data Storytelling, Community Building, Board Gaming