

Charles Hinkle

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Feb 2007 to Present: Business Analyst, Training Coordinator, Planning & Appraisal Coordinator. Shell Oil. Houston, TX

- Created and rolled out a LEAN process/app that enabled Shell to provide more accurate and timely reports for quarterly financial reports on well activity and the Royal Dutch Shell annual report in a simpler process.
- Created Excel and Spotfire utilities to create and analyze the annual business plan.
- Gathered requirements and managed enhancements by an Accenture support team for the Land Operations business.
- Created a process to track stakeholder relationships and provided monthly updates to the Leadership Team.
- Facilitated the Front-Line Leaders training for 40 supervisors.
- Created and presented technical training for teams or for train-the-trainer for custom computer apps.
- Created and presented workshops on team and personal development for over 2000 participants.
- Mentored ten employees (ranging from geoscientists to a Vice-President) who asked me to be their mentor.
- Coordinated Safety Day logistics and content for Upstream Exploration, about 50 teams in North and South America.
- Coordinated and programmed two all-day learning events for Shell, attended by 150-175 people each.
- Developed an awareness campaign and engagement videos for a project and increased website visits by over 100%.
- Published Presentation, Leadership, and Data Visualization tips on Yammer: (6th highest-rated contributor worldwide).

Mar 2005-Feb 2007, Product Manager, Sr. Pricing Consultant. PROS Pricing Solutions. Houston, TX

- Created use cases and requirements to convert 250 random, inconsistent sales slides into PROS Pricing Analytics, a multi-million dollar revenue Business Intelligence tool for pricing decisions.
- Led dimensional modeling sessions and created prototype screens and concepts for sales support.
- Created and led product training for sales teams, sales support, and pricing consultants.
- Product areas: Machinery rental; B2B Distribution; Health Care; Pharmaceuticals; Hotel Management; Retail.

2002 - Dec 2004, Business Intelligence Team Lead. Shell Oil. Houston, TX

- Contributed close to \$3,000,000 in savings in 2003 by leading a 5-person team responsible for all BI reporting.
- Analyzed requirements and designed and led the creation of the consumer energy usage data warehouse.
- Designed and created reports, cubes, and visualization dashboards using Cognos.
- Product area: Retail Energy.

1996-2002, Senior Technical Design Consultant. Shell Oil. Houston, TX

- Led a 3-person team and managed the IT portion of a strategic Exploration data visualization project.
- Led the development of OLAP (EssBase and Oracle Express) cubes and relational Access databases.
- Led the development of BI front-ends and visualizations using Spotfire, ProClarity, In3D, and Excel.
- Managed BI projects ranging from 2 to 4-people teams, gathered and documented requirements, acted as change management gatekeeper, and coordinated application testing and rollout.
- Mentored team members in Access, EssBase, Excel, Business Objects, and Data Visualization tools.
- Created and led team-building seminars.
- Product areas: Energy Exploration; Accounting; Retail Energy.

1982-1995, Systems Analyst. Shell Oil. Houston, TX

- Established the Information Access Center of Excellence, promoting denormalization, data warehousing, RAD, OLAP, and information access as a competitive advantage.
- Led projects for Shell PC Leasing and Corporate PC software standards.
- Led audit and analysis of PC software compliance.
- Designed, developed, and supported mainframe and client/server decision support applications.
- Product areas: Manufacturing; Training; Oil Products; Safety & Environmental; HR; Pricing.

1983-present, Owner/Consultant. CLH WAREs, LLC. Houston, TX

- Designs, develops, and supports database decision support applications.
- Created and delivers all training (including training-on-DVD) for a Macintosh application vendor.
- Developed and marketed products: data visualization, bookkeeping, word processing, DBMS, Database tools.
- Product areas: Office management and CRM; patient tracking; anesthesiology billing; city government services; genetic research; cable network programming; recruiting; education; legal document management.

BS Business Administration. Actuarial Science/Computer Information Systems.1982. Drake University.