

BRIAN BOLDEN

Marysville, OH | brianbolden79@gmail.com | www.brianboldencomms.com

PROFESSIONAL SUMMARY

Technical Writer, Data Governance Analyst, and Instructional Designer with over 20 years of experience producing enterprise documentation, supporting compliance and data governance initiatives, and delivering training programs across financial services, media, and technology environments. Proven ability to assess data quality and controls, author formal process and technical content, collaborate with cross-functional stakeholders, and lead learning and documentation workstreams under audit and project timelines.

CORE SKILLS

BI, Analytics & Data Modeling: Power BI (Semantic Models, DAX, Power Query M, RLS, Performance Tuning, Star Schema), Microsoft Fabric, Fabric Workspaces, Fabric REST APIs, DirectQuery/Import, On-premises Data Gateway, Data Modeling & Optimization, Star-Schema Design, Relationship Optimization, Power BI Admin Portal Capacity Settings (F SKUs, F256)

Databases & Data Platforms: PostgreSQL, AWS RDS, IBM Netezza, Yellowbrick, Microsoft SQL Server, pgAdmin, WinSQL, SAS, SAS Enterprise Guide, SAS Management Console, ODBC, SQLAlchemy, YBSQL

Programming, Scripting & Automation: Python 3, Pandas, NumPy, PowerShell, Bash, SQL, YAML, HTML, Visual Basic, UNIX, Pytest, SAST, GitLab CI/CD, RESTful API integration & testing

Cloud & Infrastructure: Amazon AWS, Azure, Azure DevOps, Azure Portal Cost Analysis, Licensing & Cost Optimization

Identity, Access & Security: Active Directory, Identity and Access Management, Role-Based Access Control (RBAC), Thycotic/Delinea

APIs & Integrations: Datadog API, Qualys VMDR API, CrowdStrike Falcon API

Compliance, Governance & Risk: Colibra, Data Lineage, Archer, PCI, SOX, HIPAA, SOC 2, Audit and Compliance, Disaster Recovery

Technical Writing, Training & Documentation: API Documentation, SOPs, Process Flow Diagrams, Adobe Acrobat Pro, Adobe Captivate, Adobe FrameMaker, Adobe RoboHelp, Lucidchart, Miro

Microsoft Productivity & Collaboration: Microsoft Excel 365, PowerPoint 365, Word 365, Visio Professional 365, Teams, SharePoint 365, SharePoint Central Admin, SharePoint Designer, InfoPath, Atlassian Confluence, Airtable

Project Management & Methodologies: Agile, Scrum, Waterfall, Jira, ServiceNow, Balanced Insight Consensus, Centra, Compuware ChangePoint, EMC Documentum, EMC eRoom

PROFESSIONAL EXPERIENCE

Power BI Service Administrator / Technical Writer

March 2025 – July 2026

Optomi (at Disney Studios Cybersecurity) | Remote

- Architected Python ETL pipelines extracting and consolidating Datadog, Qualys, and CrowdStrike data via REST APIs across 20+ organizations into PostgreSQL with snapshot timestamps, batched inserts, and resilient error handling.
- Transformed multi-platform Qualys detection data using pandas/NumPy; designed PostgreSQL reporting layer with idempotent DDL and views for hosts, software inventory, vulnerabilities, and assets.
- Built and troubleshot Power BI semantic models (star-schema, composite keys, DirectQuery/gateway to AWS RDS); administered Microsoft Fabric F256 capacity and production workspaces; performed capacity/cost analysis.
- Established GitLab CI/CD automation with scheduled ingest jobs, pytest, SAST, secret detection, and protected credentials; removed hardcoded credentials from source and history.
- Owned Confluence documentation covering architecture, data sources, and troubleshooting; created page templates for SOPs, diagrams, and FAQs; implemented stakeholder approval workflows; reviewed executive PowerPoint presentations.

PCI Compliance Specialist / Technical Writer

April 2023 – February 2025

JBC (at Disney Streaming / Hulu) | Remote

- Led the 2024 yearly PCI audit for Disney Entertainment (Hulu, Disney Streaming, ESPN+), gathering evidence for 300+ requests against PCI 4.0 requirements; completed in-scope inventory and Targeted Risk Analyses for nine new requirements.
- Created PCI process documents for AWS services security and Firewall/Router/NSC configuration review; supported Archer migration inventory and compliance engagements.
- Maintained ~50 SOX and PCI dataflow diagrams in Lucidchart with quarterly technical reviews; created ~10 new diagrams and a SOX Application/Service list for 200+ assets.
- Built team pages in WordPress and Confluence; updated SOX process documents for accuracy and clarity.

Data Governance Project Administrator

April 2023

CDW (at George Mason University) | Remote

- Created the Data Stewardship Committee Charter and edited the Data Governance Council Charter; updated links and references to institutional data governance policies.

Audit and Compliance Technical Writing Consultant

July 2022 – December 2022

Infinite Computer Solutions (at Conduent) | Remote

- Created Disaster Recovery Plan, CAP Monitoring and System Activity Control document, and SOC 2 control specification documentation linking existing materials to audit requirements.
- Authored API process documentation for the LivePerson At Scale Analytics Platform and SOP for granting access via RBAC and Active Directory; developed six SOC 2 and ten HIPAA reference documents and standard audit/compliance templates.
- Led requirements-gathering sessions for SOC 2 and HIPAA; tracked documentation progress in Azure DevOps.

Enterprise Data Warehouse Support Engineer / Data Governance Analyst / Technical Writer

February 2009 – July 2022

Bread Financial | Columbus, OH

- Served as EDW support team lead (two direct reports) for approximately three years; resolved data and SQL issues on IBM Netezza and Yellowbrick; supported SAS and WinSQL users; configured Active Directory-based EDW access.
- As Data Governance Analyst, built Collibra governance artifacts; developed requirements for the governed Account Risk data mart; maintained governance policies; served as liaison to internal auditors and provided PCI, SOX, and FDIC compliance evidence.
- Ran SQL queries to test data attributes and metrics before submission to governed data marts; documented AD access provisioning and created SOPs for EDW and SAS access; trained personnel on Thycotic/Delinea PAM.
- As Technical Writer, created and maintained instructional documents for SAS, Netezza, and Yellowbrick; produced ~11 training guides and ~25 quick-reference cards for SharePoint and ChangePoint; facilitated ~16 training sessions.
- Served as SharePoint administrator and trainer; created process flow diagrams, SOPs, disaster recovery documentation, Tokenization Application Flow diagrams for PCI, and Collibra process documentation.

IT Training / Instructional Design Contractor (Technical Writing Team Lead)

June 2007 – December 2008

Kforce Consulting (at American Electric Power) | Columbus, OH

- Served as technical writing team lead (two direct reports) supporting Documentum DMS deployment; developed and updated user guides and quick-reference cards in Adobe FrameMaker.
- Delivered 80+ instructor-led classes across an eleven-state region; developed eLearning demonstrations and simulations with Adobe Captivate; conducted SME interviews and requirements gathering; served as primary editor for training documentation.
- Assisted with system testing, standards development, mobile classroom setup, and stakeholder coordination for the Documentum training program.

Technical Writer / Technical Trainer (Team Lead)

January 2003 – June 2007

Applied Innovation Inc. (now Westell Technologies) | Dublin, OH

- Served as technical writing team lead (two direct reports); developed and updated documentation in Adobe FrameMaker and Acrobat; converted materials to HTML; maintained style guides and templates for TL 9000 conformance.
- Developed computer-based training courses using PowerPoint, Adobe Connect, and Adobe Captivate; collaborated with analysts and developers on requirements; handled training administration and logistics.

Contractor – Storyboard Development (Part-time)

December 2003 – May 2004

Xcelerate Media | Dublin, OH

- Conducted Q&A sessions with corporate clients; developed and edited audio/visual scripts for computer-based training courses using Microsoft PowerPoint.

Training and Performance Specialist

January 2002 – October 2002

Rockwell Automation | Euclid, OH

- Conducted knowledge-gathering sessions with SMEs to develop course objectives; converted 1000+ legacy presentation slides to PowerPoint; created course demonstrations using Flash; developed objective-based materials for RSLogix 5000 using InterLeaf.

EDUCATION

B.A., Scientific and Technical Communications

August 2001

Bowling Green State University (BGSU), Bowling Green, Ohio

CERTIFICATIONS

- PCEP – Certified Entry-Level Python Programmer (PCEP-30-01) – Issued Dec 2020
- ITIL® Foundation Certificate in IT Service Management – Issued June 2013
- Scrum Fundamentals Certified (SFC) – Issued Nov 2022

PROFESSIONAL ORGANIZATION INVOLVEMENT

- International Institute of Business Analysis, Central Ohio Chapter (January 2010 – January 2011)
- Society for Technical Communication, Central Ohio Chapter (January 2003 – January 2007)
- International Society for Performance Improvement, Northeast Ohio Chapter (April 2002 – October 2002)