Contact

www.linkedin.com/in/dcnilsen (LinkedIn)

Top Skills

User Experience Design (UED)
Business Intelligence (BI)
Problem Solving

Certifications

Tony Schwartz on Managing Your Energy for Sustainable High Performance
Power BI Essential Training
Data Visualization: Storytelling
Learning Data Science
Excel 2010

David N.

Senior Solutions Engineer at Coinstar, LLC
Everett, Washington, United States

Summary

Experienced Senior Solutions Engineer with a demonstrated history of Data Analytics. Certified in Tableau and Microsoft Excel. Skilled in SQL, PowerBI, SharePoint, Operations Management, Coaching and Retail. Strong information technology professional with a Bachelor's degree focused in Business Administration, Management and Operations from University of Phoenix.

Experience

Coinstar
Business Analyst

• Delivered weekly, monthly, and ad hoc reporting for Operations teams, translating business needs into useful reporting and

• Managed SharePoint solutions and created customized tools to support field operations and improve access to information.

• Coordinated kiosk-related field change orders and built reusable reporting models and knowledge-base assets to standardize

• processes.

Coinstar
Program Manager

• Managed cross-functional programs and operational initiatives during Coinstar's Redbox business era, coordinating stakeholders,

• priorities, and execution.

INNDIRECTLY
Founder
2025 - Present (1 year)

• Founded a vacation-rental meta-search platform designed to help guests discover direct-booking options and reduce reliance on

• Define product strategy, positioning, pricing, feature priorities, and go-to-market messaging for a two-sided marketplace serving

• Lead product development and UI/UX direction for a React-based application, including search, listing aggregation, and user alert

• Develop partnership and growth strategies and implement tracking to measure engagement and outbound referral behavior.

Coinstar

11 years 9 months

Solutions Engineer

March 2015 - Present (11 years 9 months)

Bellevue, WA

• Expanded from business analysis into solutions engineering, developing technical and analytical solutions that connected

• Built and supported reporting, dashboards, and data-driven tools while partnering across teams to improve workflows, visibility,

• and decision-making.

Senior Solutions Engineer

December 2019 - October 2026 (6 years 11 months)

Bellevue, Washington, United States

Using many different tools, I create systems, dashboards, reports and analysis for teams around the world to use on a daily basis in order to complete their work. I use Excel, SQL, SharePoint, Tableau and PowerBI to analyze millions of points of data. I am also the admin for Tableau, maintaining the server environment.

Outerwall

Business Analyst

March 2012 - March 2015 (3 years 1 month)

Bellevue, WA

I run the weekly and monthly reports for Operations plus any ad hoc reporting that is needed. I am also in charge of SharePoint for all Operations including

creating unique solutions to needs within the field on SharePoint. I also run all Field Change Orders, basically work outside normal work in the field I manage.

Coinstar/Redbox

5 years 8 months

Program Manager

July 2009 - February 2012 (2 years 8 months)

Implementation Project Manager

April 2007 - July 2009 (2 years 4 months)

• Managed implementation projects and coordinated operational activities supporting Coinstar kiosk deployments and related field

• initiatives.

Customer Service Representative

July 2006 - March 2007 (9 months)

Bellevue, WA

• Supported Coinstar customers and field operations, building the operational foundation that led to successive roles in project

• management, analytics, and engineering.

GameStop

9 years

Store Manager

1997 - June 2006 (9 years)

Issaquah, WA

• Progressed from Sales Associate to Senior Sales Associate, Assistant Manager, and Store Manager.

• Led store operations including sales performance, staff management, scheduling, inventory control, merchandising, and customer

• experience.

Senior Sales Associate

July 1997 - March 2001 (3 years 9 months)

Multiple locations

I assisted my managers in day to day business operations including marketing, opening and closing the store and managing inventory. I also began learning my customer service skills during this time.

Education

University of Phoenix

Bachelor's Degree, Business Administration, Management and Operations · (2012 - 2012)

University of Phoenix

Associates, Business Management · (2008 - 2010)